



Christine Alexander-Rager, MD

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

February 2026

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.

Throughout February, I hope you are joining me in celebrating the 100th anniversary of Black History Month. In an email to our caregivers, I shared that for a safety-net hospital like MetroHealth, this month is about more than a reflection on our past. It is about our commitment to the original vision of Black History Month: to move beyond narratives of struggle to showcase African American excellence in science, politics, art and, of course, medicine.

Caregivers from across the System have come together to organize Black History Month events, including a film screening and a Community Prayer Breakfast. Thank you to everyone who is helping MetroHealth caregivers celebrate, learn and engage during Black History Month!

Here are some other highlights. As usual, please consult your Board books for more details and updates.

- Last week, we received the magnificent news that MetroHealth nurses had again achieved Magnet Recognition from the American Nurses Credentialing Center. This is the highest honor a hospital can receive for nursing care. This was our fifth consecutive Magnet Recognition.

Not only that, MetroHealth was the *only hospital in Ohio* to achieve Magnet with Distinction, the first time we received this "best of the best" honor.

To achieve Magnet status, an organization must demonstrate excellence through visionary leadership, empowered nursing staff, and a commitment to innovation and evidence-based practice to produce measurable, high-quality patient outcomes.

Congratulations to our extraordinary nurses!

- On February 5, I delivered the annual State of the System presentation to our caregivers. I reviewed the successes we achieved in 2025 and the challenges we faced and overcame. I reminded our staff how their actions, their sacrifices, their ideas and their unwavering focus on our mission helped stabilize our finances, our operations and our future.

I also shared my vision for 2026, which includes improving access, efficiency, innovation and safety/security.

Throughout the presentation, I reminded caregivers of our 189-year-old role as guardians of our community's health. When threats to our region's health appear, it's our responsibility to step up. One of these threats is Cleveland Clinic's plan to open a Level I trauma center on its main



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campus. Research and experience have shown that when it comes to trauma centers, more is not better. Adding unneeded trauma centers hurts patient outcomes, raises prices for everyone and harms the quality of trauma care teams. Protecting our community from these reckless plans is a priority for 2026.

I concluded the presentation by recognizing and celebrating our caregivers, reminding them how much they are valued – and that because of their efforts, we are now able to invest back into our workforce. That includes a long-overdue wage adjustment for non-bargaining employees and market adjustments to compensation for our medical staff.

Joining us for the State of the System were reporters from about a half-dozen local news outlets. After the presentation, Chief Quality and Safety Officer **Joseph F. Golob Jr., MD**, joined me to answer their questions about our System's 2025 performance, our plans for 2026, our promise to protect the community on trauma care, and much more. I appreciate their interest in what we are doing, and I am grateful to provide the transparency they need to do their jobs.

- Speaking of trauma, we recently shared exciting news about our new dyad leadership team for the Division of Trauma, Critical Care, Burns and Acute Care Surgery. **Nimit Patel, MD, FACS**, has been appointed Medical Administrative Director, and **Laura Kreiner, MD, FACS**, will serve as Medical Clinical Director. Dr. Patel joined the faculty at MetroHealth in 2012 and has since demonstrated exceptional leadership and commitment to surgical education and trauma care. He has held several leadership roles. For the last 18 months, he's served as Interim Division Director for Trauma, Burns, Critical Care and Acute Care Surgery. Dr. Kreiner joined the MetroHealth faculty in 2014 and has made significant contributions to the Department of Surgery and MetroHealth's trauma program. She's also held several leadership roles. A highly respected educator, Dr. Kreiner received a Faculty Teaching Award in 2025 from Case Western Reserve University where she also serves as an Associate Professor Surgery.

Together, they will leverage their complementary strengths and experience to advance the Division's clinical, academic and educational missions. Please join me in congratulating Dr. Patel and Dr. Kreiner on their new leadership roles.

- At the beginning of February, I visited Washington, DC, to brief our congressional delegation on MetroHealth's strategic priorities and ensure they have the insights and information needed to advocate for and best serve our region. These meetings are always productive because they allow us to share the remarkable work of our caregivers, researchers and educators. In addition to face-to-face meetings, I stay in regular contact with our lawmakers via phone and email. Thank you to our Government Relations team for their dedication to our mission and for all their assistance.

- As part of our broader strategy to strengthen our Pride Network – and as part of our unshakable commitment to these patients – MetroHealth is expanding services across our Pride Network. This includes a new Pride Clinic at the West Park Health Center in addition to the existing clinics in Brooklyn, Brecksville and Cleveland Heights.



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As part of this shift, by March 1, we will transition away from providing part-time, on-site clinical services at The LGBT Community Center of Greater Cleveland's Gordon Square location. To support continuity of care, we will introduce a dedicated Access Advocate at the Center to help community members schedule appointments, navigate services and connect with MetroHealth's affirming providers.

Beginning in 2026, we will also partner with the Center to offer mobile medical and dental services at the Center's Gordon Square and East Side locations and collaborate on community health fairs and outreach events. These services will help LGBTQ+ individuals access affirming care close to where they live, work and gather.

We recognize the importance of accessible care delivered in settings where LGBTQ+ individuals feel safe, supported and welcomed.

Thank you again, Trustees, for all you do for MetroHealth.

With deep appreciation,

Christine Alexander-Rager, MD

President and CEO
The MetroHealth System

System News and Accomplishments

The MetroHealth Foundation



FreeWill Estate Planning Highlights

- Since January 12th, 25 individuals have included The MetroHealth Foundation in their estate plans using the [new FreeWill tool](#), including:
 - 19 primary bequests totaling **\$77,200**
 - 3 secondary bequests totaling **\$500,000**
 - 3 tertiary bequests totaling **\$450,000**
- 5 individuals have added MetroHealth to their obituary language.
- More than **101** estate plans have been created – mostly by MetroHealth employees.

Outpatient Health Center (OPHC) Donor Case for Support

- The opening of the OPHC is one of our key [2026 giving priorities](#). Share our new [donor case](#) with your networks and save the date for the OPHC Opening Celebration on Saturday, May 16.

2026 Corporate Giving Program

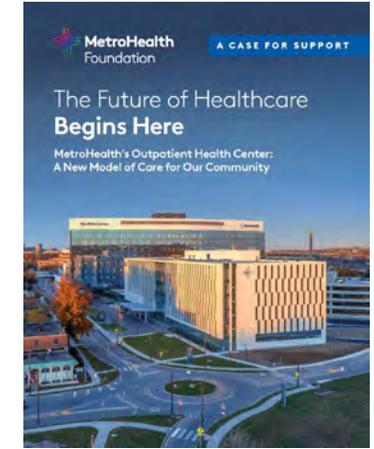
- Know a corporation or business that may want to partner with us? Contact Abbie Sender, Philanthropy Officer, at 440-592-1390 or asender1@metrohealth.org.

Notable Gifts (\$25K+)

- \$250,000 gift in support of orthopedic patient care, education and research
- \$200,000 grant from Experian in support of the School Health Program
- \$30,000 grant from the American Cancer Society in support of Patient Transportation
- \$25,000 gift in support of the Duncan V. Neuhauser Quality Improvement Endowment



[FreeWill Estate Planning Tool](#)



[Donor Case for Support](#)



[2026 Corporate Giving Program](#)

The MetroHealth Foundation



Champion of Philanthropy: Diane Dunleavy

Diane serves as Administrative Coordinator in Marketing, Communications, Government and Community Relations, and External Affairs - and leads by example at work, on the course and across the community.

[Read her story.](#)

Partnering for Parents: MetroHealth and Project NICU Launch Respite Room

The first-of-its-kind Respite Room provides a space where parents can relax, have a meal and to privately express their feelings – without being too far from their baby. [Read the story.](#)

Tri Delta Cleveland Alumnae Chapter Visits Child Life and Education Program

The Tri Delta Events Committee, alongside MetroHealth and Foundation team members, celebrated their meaningful partnership and presented a check for \$18,120, the total amount raised in 2025.

Investiture of Meera D. Kondapaneni, MD, as the chairholder of the Louis Rakita, MD, David S. Rosenbaum, MD, and Maurice Moss, MD Professorship in Cardiology

On January 13, MetroHealth and the Case Western Reserve University School of Medicine celebrated the investiture of Dr. Kondapaneni, Division Director of the Heart and Vascular Center.

Florida Events Focus on Main Campus Emergency Department Transformation

Foundation and System leadership spent time with longtime supporters and met new friends on February 8 and 10 in Sarasota and Bonita Springs, Florida, as they shared the vision for our Main Campus Emergency Department transformation.

Save the Date

- Investiture of J. Daryl Thornton, MD, MPH, as the chairholder of The Mary Elizabeth Connors Professorship in Critical Care Research – Tuesday, March 31, at 4:30 p.m., at Main Campus.
- KeyBank Celebration at Buckeye Opportunity Center – Wednesday, April 22. (More details coming soon.)
- 10th Annual Resiliency Run – Saturday, June 6, at the Cleveland Metroparks Zoo. Registration opens March 1. To sponsor, contact Abbie Sender at 440-592-1390 or asender1@metrohealth.org.



Nursing

- On February 17, MetroHealth received its **fifth Magnet designation**. For the first time, MetroHealth earned Magnet designation with **Distinction** – the highest and most prestigious recognition a healthcare organization can receive for nursing practice and quality patient care.
- MetroHealth is the **only hospital in Ohio** to earn the recognition with Distinction.
- Magnet recognition with Distinction celebrates hospitals and healthcare organizations that exceed the scoring thresholds required to attain Magnet designation. It raises the bar to recognize top-tier organizations that have achieved the highest level of nursing excellence while addressing emerging challenges and changes in health care moving forward.
- Less than 2% of U.S. hospitals have achieved Magnet designation five times. Only about 1.25% of those hospitals achieved Distinction – Magnet’s highest honor.



Communications



External – Media Relations/PR/Social and digital media

- Managed multiple high-interest stories, controlling the narrative to protect MetroHealth image and reputation, including a System press conference
- Transitioned entire media relations team. Successfully executed media outreach tour and listening sessions with multiple media outlets to strengthen relationships and broaden scope of coverage
- Grew total audience for social media by 10.2% (up from 8.3% in 2024)
- Produced 50+ videos shared broadly across digital platforms
- Created and shared unique content – Stories of Hope – advancing awareness through patient success stories to the vital role MetroHealth plays in the health and well-being of our entire community

Internal

- Created new vehicles for information and content distribution
- Launched *Chrissy's Monthly Rounds*
- Launched *CEO Fireside Chats*
- Grew audience for weekly *Morning Huddle* (80%+ open rate)
- Collaborated to share information on new organizational initiatives
- Resumed *Weekly News Clips* email to leadership and Board of Trustees
- Launched Employee Communications Focus Groups (60+ employees)
- Met with 10+ departments/teams to present GR/Media/Social Media policies and training



Marketing - MetroHealth.org Post Launch Update



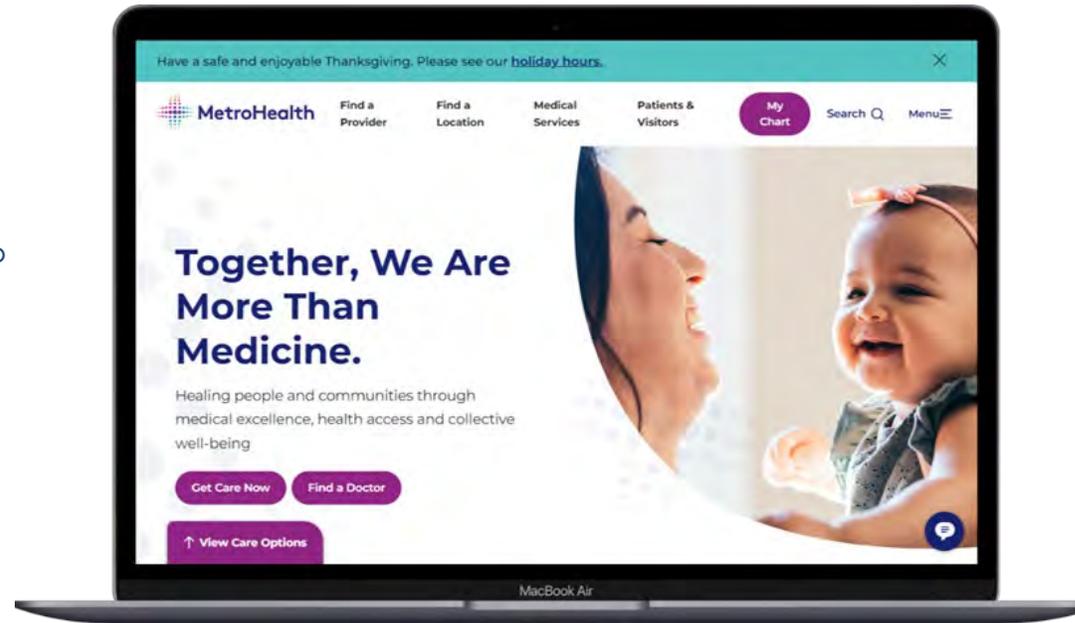
More users are finding their way to the most important sections of the site and performing the key actions we want them to take.

Overall Website Performance

- Provider Section Sessions, +7%
- Location Section Sessions, +15%
- Sitewide Tracked Conversions, +84%

Organic Performance Improvement

- Website Click-through Rate, +31%
- Total Keywords/Search Terms, +14%
- Average Position/Ranking, +36%



Reasons for visit

1. Make an appointment
2. Find a Doctor
3. Find a location

Next steps: Continue to refine and improve search, business listings, and online appointment experience.

Awards and Recognition



- The latest recipients of the DAISY Award for Extraordinary Nurses are NICU Nurse **Bethanie Kaminski, RN**, and 6 West's **Jaclyn McNaughton, RN**. DAISY is nationwide recognition program honoring nurses for exceptional care provided to patients and their families.
- Becker's Hospital Review recognized **Dave Fiser**, Senior Vice President and Chief Information Officer, as one of its "CIOs to know" in 2026. He is also a finalist for the 2026 Ohio Orbie's Award Enterprise Level for CIO of the Year.
- **Luis E. Tollinche, MD, MPH, FASA**, Chair of the Department of Anesthesiology, has been elected to membership in the Association of University Anesthesiologists (AUA). The AUA recognizes anesthesiologists with significant scholarly achievement, national leadership and sustained contributions to academic medicine.



Bethanie Kaminski, RN



Jaclyn McNaughton, RN



Dave Fiser



Luis E. Tollinche, MD