



The MetroHealth System Board of Trustees Meeting

The MetroHealth System

MetroHealth Board Room (K107) - 2500 MetroHealth Dr. Cleveland, OH
44109

2026-05-27 15:00 - 17:30 EDT

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The MetroHealth System Board of Trustees

FULL BOARD MEETING

DATE: Wednesday, May 27, 2026
TIME: 3:00pm – 5:30pm
PLACE: MetroHealth Board Room (K107) or via YouTube Stream:
<https://www.youtube.com/@metrohealthCLE/streams>

AGENDA

- I. **Approval of Minutes**
Minutes of 4/29/2026 meeting of the Board of Trustees
- II. **Mission Moment**
- III. **Committee Reports**
 - A. Strategy Committee - A. Arnold
 - B. Quality, Safety & Experience Committee - R. Dzedzicki
 - C. Finance Committee - J. Moss
- IV. **President and CEO's Report – C. Alexander-Rager, MD**
- V. **Medical Staff Report – J. Tagliaferro, MD**
 - A. Approval of Medical Staff Providers Appointments, Actions and Reappointments for April 2026
- VI. **Executive Session**
- VII: **Return to Open Meeting**

The MetroHealth System Board of Trustees

FULL BOARD MEETING

Wednesday, April 29, 2026
3:00pm - 5:00pm
MetroHealth Board Room (K107) / Virtual

Meeting Minutes

Trustees: Artis Arnold, III-I, John Corlett-R, Ronald Dziejicki-I, Dolores (Lola) Garcia-R (late), Nancy Mendez-I, John Moss-R, Michael Summers-I, E. Harry Walker, M.D.-I¹

Staff: Christine Alexander-Rager, M.D.-I, Katie Davis Bellamy-I, Peter Benkowski-I, James Bicak-I, Victoria Bowser-I, Kate Brown-I, Robert (Doug) Bruce, M.D.-R, John Chae, M.D.-I, Cindy Gallespie-I, Joseph Golob, M.D.-I, Gregory Heintschel, M.D.-I, Dr. Candy Mori-I, Kate Nagel-I, Andrew Neading-I, Christina Nickell-I, Sarah Partington-I, Allison Poullos-R, Jeff Rooney-I, Tamiyka Rose-I, Deborah Southerington-I, David Stepnick, M.D.-R, Joseph Tagliaferro, M.D.-I, James Wellons-I¹

Invited Guests: Linda Ryan Allen-I, Ron Fountain-I, Shirley Jordan Seay-R, Nic Sukalac,-I, Eric Williams-R, Victoria Barany Nunez-R

Other Guests: Guests not personally invited to the meeting by the Board Chair are not listed as they are members of the public and some were not appropriately identified.

Dr. Walker called the meeting to order at 3:00pm, in accordance with Section 339.02(K) of the Ohio Revised Code with a quorum present.

(The minutes are written in a format conforming to the printed meeting agenda for the convenience of correlation, recognizing that some of the items were discussed out of sequence.)

I. **Approval of Minutes**

Dr. Walker requested a motion to approve the minutes of the March 25, 2026 meeting as presented, which was given, seconded, and approved by majority vote.
RESOLUTION NO. 19739

II. **Mission Moment**

Dr. Walker invited Dr. Alexander-Rager to present the Mission Moment video, highlighting the Food as Medicine Clinic. Dr. Alexander-Rager noted only 20% of

¹ I-In-person, R-Remote

The MetroHealth System Board of Trustees

health outcomes come from clinical care, while 80% are driven by social factors such as food, housing, and jobs, prompting the creation of the Institute for H.O.P.E. The Food as Medicine Clinic addresses food insecurity by providing tailored groceries, nutrition education, and cooking classes to help patients manage chronic conditions such as diabetes and hypertension. Participants report improved health, new skills, and life-changing benefits including access to fresh, healthy foods.

III. Committee Reports

A. Executive Committee – E. Walker, MD

Executive Committee Chair, Dr. Walker, reported on the Committee’s meeting held on April 8, 2026. Dr. Walker stated that the majority of the meeting was conducted in executive session and focused on evaluation of senior leadership, including the Chief Executive Officer and the Board Liaison. The CEO evaluation had been presented, and the Board’s evaluation process was ongoing.

B. Population & Community Health Committee – N. Mendez

Population & Community Health Committee Chair, Ms. Mendez, presented a summary of the Committee meeting held on April 8, 2026. The Committee reviewed the four guiding pillars used by the Committee in evaluating population health initiatives: quality and performance, barriers to health, community engagement, and a patient-centered workforce. Ms. Mendez further outlined four priority focus areas identified for targeted improvement efforts: diabetes management, blood pressure control, substance use following emergency department visits, and pre-term birth. Using pre-term birth as an example, the Committee reviewed how metrics across the four pillars would be applied to guide and measure progress. Ms. Mendez credited staff for developing a comprehensive, integrated approach to population health improvement.

C. Facilities & Planning Committee – E. Walker, MD

Facilities & Planning Committee Chair, Dr. Walker, reported on the Committee’s meeting held on April 22, 2026. Dr. Walker noted that the Committee received updates regarding progress toward completion of the new outpatient facility, with the project remaining on schedule for the anticipated opening. The Committee also reviewed updates on planning for other outpatient facilities and discussed early-stage considerations related to decommissioning certain legacy buildings that reached the end of their usable life, including anticipated campus impacts.

D. Governance Committee – M. Summers

Governance Committee Chair, Mr. Summers, reported on behalf of the Governance Committee, which met on April 22, 2026. The Committee discussed potential future Board education topics, with plans to defer scheduling until the anticipated

The MetroHealth System Board of Trustees

appointment of new Board members. Proposed subjects included the revenue cycle and federal and state reimbursement policies. The Committee noted compliance obligations related to the Civilian Review Board and will continue annual updates on related entities and platform use. Mr. Summers also reported board member reappointments, anticipated new appointments, minor updates of the Human Resources & Compensation Committee charter, and approved disassociation from Recovery Resources due to a shift in its services.

E. Finance Committee – J. Moss

Finance Committee Chair, Mr. Moss reported on behalf of the Finance Committee and Investment Committee, which met jointly on April 22, 2026. Investment advisors from Clearstead presented first-quarter 2026 investment results. Cash on hand and unrestricted investments totaled approximately \$714 million, an increase from year-end 2025, largely attributable to Hospital Access Program (HAP) funding.

Non-reserve investments declined slightly, while reserve investments increased slightly. Captive investments experienced a modest decline. The Chief Financial Officer reported on first-quarter 2026 operating results. Financial performance remained unfavorable to budget overall, but showed improvement compared to the prior year, with positive trends observed in March. Revenue was below budget but exceeded 2025 levels, while expenses were below budget and moderately higher than the prior year. Patient volumes remained below budget. Assets remained approximately \$2.9 billion, comparable to year-end 2025. The payer mix reflected continued growth in self-pay volume, much of which translated into charity care. Cash on hand increased compared to the prior year. Capital spending approximated 25 percent of the annual capital budget through the first quarter. The Committee received additional information in executive session.

IV. Consent Agenda

- A. Facilities & Planning Committee -
The Board approved the Approval of Expenditures for Space Planning, Programming, and Design Services. RESOLUTION NO. 19740
- B. Facilities & Planning Committee -
The Board approved the Approval of Selection of Preauthorized Professionals. RESOLUTION NO. 19741
- C. Governance Committee -
The Board approved the Approval of Human Resources & Compensation Committee Charter updates. RESOLUTION NO. 19742
- D. Governance Committee -
The Board approved the Approval of Change in Nonprofit Affiliation. RESOLUTION NO. 19743

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V. **President and CEO's Report – C. Alexander-Rager**

Dr. Alexander-Rager presented brief highlights from the written President and CEO's report. Dr. Alexander-Rager acknowledged and welcomed members of the Federally Qualified Health Center Board in attendance. Dr. Alexander-Rager discussed workforce safety initiatives, noting the disproportionate incidence of workplace violence within healthcare nationally and summarizing MetroHealth's proactive efforts, including prevention strategies, de-escalation measures, and expanded police presence. Dr. Alexander-Rager referenced engagement with City Council leadership regarding proposed safety-related legislation while emphasizing the health system's governing framework under Ohio law.

Dr. Alexander-Rager discussed the upcoming ribbon cutting for the new outpatient health center scheduled for May 16, 2026, and encouraged participation in the annual Resiliency Run. Dr. Alexander-Rager also referenced updates to system goals shared with senior leadership and thanked Trustees and staff for support during her recent City Club of Cleveland appearance.

VI. **Medical Staff Report**

Dr. Walker introduced Dr. Joseph Tagliaferro to present the medical staff report. Dr. Tagliaferro provided updates on preparations for the opening of the outpatient health center, including faculty and staff orientation activities. Dr. Tagliaferro announced forthcoming Medical Staff leadership elections and invited Trustees to attend the next Medical Staff meeting. Dr. Tagliaferro reviewed recent peer review activity, including mortality reviews, and reported that an Ohio Department of Health review affirmed the appropriateness of MetroHealth's peer review process. Dr. Tagliaferro also highlighted the conclusion of the 2024–2026 Emerging Leaders Cohort and plans for the next cohort. Dr. Walker requested a motion to approve the Medical Staff Providers Appointments, Actions and Reappointments for March 2026, which was given, seconded and unanimously approved. RESOLUTION NO. 19747

VII. **Informational Items**

A. Resiliency Run – C. Nickell, A. Neading

Christina Nickell, Director of Acute Care Surgery Program and Andrew Neading, Burn Program Manager, presented information regarding the annual MetroHealth Resiliency Run, including its history, purpose, growth, and opportunities for participation, sponsorship, and volunteer engagement. Additionally, Ms. Nickell referenced resolutions related to reaffirmation of MetroHealth's Trauma and Burn Center verification.

The MetroHealth System Board of Trustees

B. MetroHealth Community Health Centers – K. Nagel

Dr. Kate Nagel, CEO MH Community Health Centers, provided information regarding the MetroHealth Community Health Centers and the Federally Qualified Health Center (FQHC) look-alike program. Dr. Nagel highlighted the FQHC model, including its patient-led governance structure and alignment with addressing social drivers of health. Dr. Nagel outlined the program's growth since 2018, expanding services, sites, and patient volume to over 40,000 individuals. Services include primary care, dental, behavioral health, and outreach in community settings. The centers have achieved top national quality rankings despite operating without federal funding. Future efforts focus on optimizing operations, strengthening infrastructure, and aligning strategic goals with the broader health system mission.

VIII. Executive Session

Dr. Walker asked for a motion to move into executive session to discuss hospital trade secrets as defined by ORC 1333.61; and to consider the appointment, employment, dismissal, discipline, promotion, demotion, or compensation of a public employee, or the investigation of charges or complaints against a public official, and to conference with the public body's attorney to discuss disputes involving the public body that are the subject of pending or imminent court as defined by ORC 121.22(G). Mr. Summers made a motion and Mr. Dziejicki seconded. The Board held a roll call vote with all Trustees in attendance voting to approve the motion to go into executive session for the purposes stated by Dr. Walker. Members of the public were excused, and the Board went into executive session to discuss the identified matters at approximately 3:45pm.

Return to Open Meeting

Following the executive session, the meeting reconvened in open session at approximately 4:57 pm and welcomed back the public virtually and those members of the public who remained in-person.

IX. Recommendations/Resolution Approvals

A. Reaffirmation of Commitment to Maintain a Level I Adult and Level II Pediatric Trauma Center at MetroHealth Medical Center

Dr. Walker asked for a motion on the resolution for the Reaffirmation of Commitment to Maintain a Level I Adult and Level II Pediatric Trauma Center at MetroHealth Medical Center, which was given, seconded and the resolution was approved by unanimous vote. RESOLUTION 19744

B. Reaffirmation of Commitment to Maintain a Verified Adult and Pediatric Burn Center at MetroHealth Medical Center

The MetroHealth System Board of Trustees

Dr. Walker asked for a motion on the resolution for the Reaffirmation of Commitment to Maintain a Verified Adult and Pediatric Burn Center at MetroHealth Medical Center, which was given, seconded and the resolution was approved by unanimous vote. RESOLUTION 19745

C. Approval of Naming of Facilities in Recognition of Contributions Made for the Benefit of The MetroHealth System

Dr. Walker asked for a motion on the resolution for the Approval of Naming of Facilities in Recognition of Contributions Made for the Benefit of The MetroHealth System, which was given, seconded and the resolution was approved by unanimous vote. RESOLUTION 19746

With no further business to bring before the Board, the meeting adjourned at approximately 4:58pm.

**NEXT MEETING: Wednesday, May 27, 2026 – 3:00 pm - 5:30 pm
MetroHealth Board Room (K107) and Virtual**

Respectfully Submitted,

E. Harry Walker, MD, Chairperson
Board of Trustees



Christine Alexander-Rager, MD

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

May 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. Here are a few highlights to share since we last met:

● **Wage adjustment:** On May 15, I was so happy to announce a 2% wage adjustment for most eligible non-bargaining employees. This increase comes just a few months after a 3% wage adjustment was announced for non-bargaining employees. These increases keep MetroHealth competitive in our region's tight healthcare labor market.

I told our staff that these improvements in pay were possible only because of their hard work. When we faced significant financial challenges last year, our caregivers stepped up. We made difficult, but necessary, decisions; we improved operations; and we expanded access for our patients. Because of those actions, MetroHealth finished 2025 in a stable financial situation. This allowed us to strengthen our investment in and commitment to our most important resource: our caregivers.

● **Outpatient Health Center update:** Our revised target date to welcome patients to the OPHC is Monday, July 27. While we had anticipated opening the building in June, additional time is needed for construction. We also need time to finalize the activation and transition into the building. The new move-in dates are July 23, 24 and 25.

Employees will have an opportunity to tour the space on Thursday, June 11. I hope you can join me for a community open house and ribbon cutting on Saturday, June 13.

● **Update on rankings and our quality goals:** Earlier this month, MetroHealth Chief Quality and Safety Officer **Joseph Golob, MD**, shared an update with senior leaders on the System's goals regarding quality, which cover the inpatient, ambulatory and patient-experience spaces. Dr. Golob reported that we are achieving max performance across all domains; however, he reminded us that our work improving the quality and safety of care never stops. It's what we focus on every day, across every role and every setting.

Leapfrog recently released its latest rankings, and MetroHealth received a C grade. For comparison, Cleveland Clinic's Main Campus received a C grade and University Hospitals received a B. Because Leapfrog uses older data, these scores lag behind current performance. This is why sustained performance over time is essential.

● **Protecting our community:** I wanted to make sure you saw an important update on the reckless plans by Cleveland Clinic to open a Level I trauma center at its main campus.



Christine Alexander-Rager, MD

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

Since the Clinic’s announcement in January, we’ve been asking anyone who would listen why they would announce this move without first doing a study of whether the community needed a third Level I trauma center. We knew another, unnecessary Level I would harm patients, dilute talent and raise costs for everyone.

Now we have evidence that this is true: Signal Cleveland reporter Celia Hack recently released a detailed analysis of regional data that shows Cleveland does not need another Level I trauma center, and that our existing trauma system is serving our community well.

We have spoken up forcefully on this issue because this is about our community’s health and safety. I firmly believe that a plan of this magnitude needs to be independently evaluated to assess community impact. In addition to Signal’s analysis, a community needs assessment should be completed by the American College of Surgeons and considered in their evaluation for certification of any new Level 1 trauma center in Northeast Ohio.

● **Out and about:** Since we last met, I’ve had the honor of representing our system in some interesting ways:

Earlier this month, I joined Cleveland’s other two hospital CEOs for a roundtable discussion with HHS Secretary **Robert F. Kennedy Jr.** It was a good meeting, and I was able to share with him some important issues facing our system and our community.

During Nurses Week, I had the honor of participating in MetroHealth’s Nursing Excellence Awards. In addition to the extraordinary individual nurses we honored, we were able to celebrate our two recent Magnet designations, the highest recognitions possible. I shared with our nurses that I once dressed up as Florence Nightingale for school. The assignment was to come dressed up as a historic figure who inspired us. I told them that if I were back in 3rd grade at St. Anthony’s Elementary School today, I’d still go to school as someone who inspired me. But this time I’d come dressed up as a MetroHealth nurse.

● **Letting them know:** Just as MetroHealth caregivers guide our patients to better health at every stage of their lives, we also guide the Cavaliers to victories at every stage of the playoffs. Since the Cavs started their postseason run six weeks ago, our caregivers have been showing their excitement and pride by wearing their favorite Cavaliers gear. We hope our Cavs Spirit Days keep working!

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

With deep appreciation,

Christine Alexander-Rager, MD

President and CEO
The MetroHealth System



MetroHealth

Report to the Board of Trustees

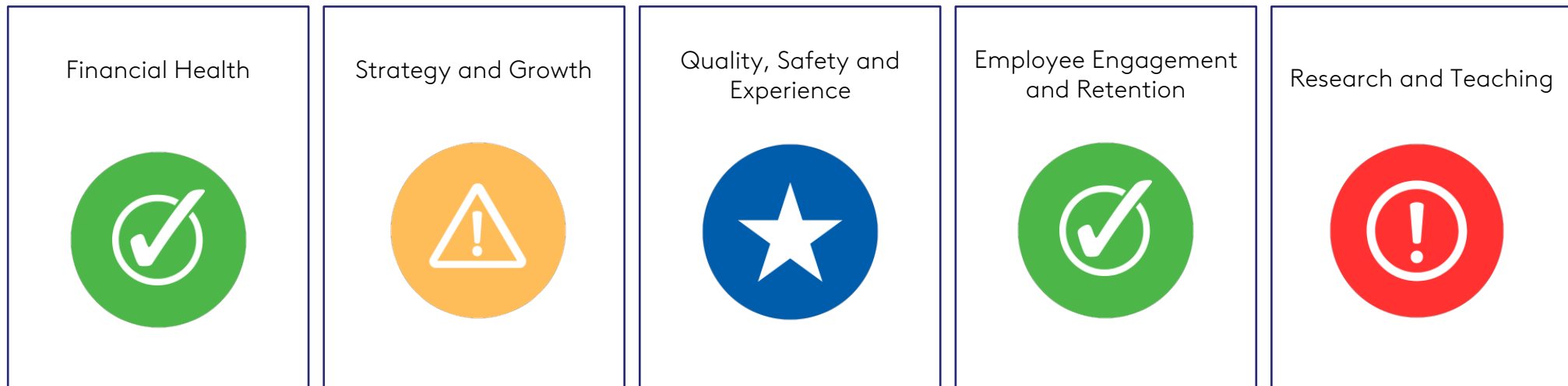
Christine Alexander-Rager, MD

President and CEO

May 2026

System Goal Performance

May Snapshot: 2026 System Goals



 Off track; adjustments needed  Generally on track with minor issues  On track to meeting goals  Exceeding goals; approaching stretch

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 2026 Adjusted Operating Income (Loss) Target

Status: **ON TRACK**

The Measure: Operating Income (Loss) 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.

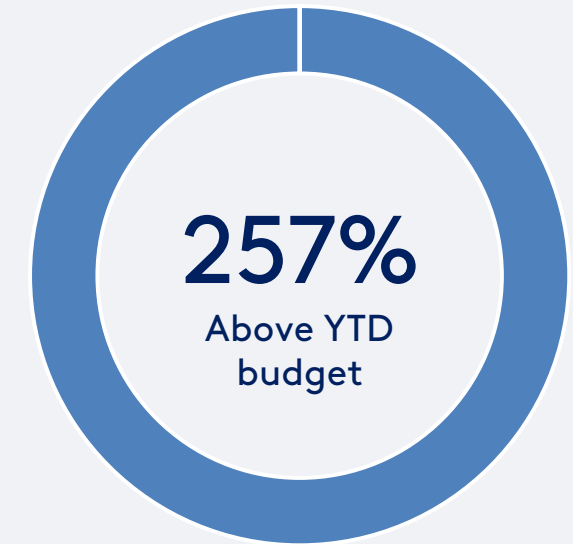
Recent highlights/initiatives:

- Retail Pharmacy revenue has increased \$11.4M or 7.1% from last year. Capture rates have increased from 56.3% in prior year to 59.9% this year.
- YTD Operating Expenses were \$6.8M below budget in the 1st quarter due to improved cost management.

Goal Owner: Jeff Rooney



YTD Adjusted Operating Income (Loss)



YTD Actual: \$26.6 million
YTD Budget: (\$16.9) million
Variance: \$43.5 million
2026 Target: \$0 (Break-Even)

*YTD as of April 31, 2026



Strategy and Growth



Composite: Access and Strategic Growth Performance

Status: **GENERALLY ON TRACK**

The Measure: Composite score of components that represent proxies for Access, Share of Wallet, Market Share, and sustainable growth.

2026 COMPOSITE TARGET	Component Weight	Min	Target	Max	YTD Performance	Tracking
Share of Wallet	50%	BL + 0.25%	BL + 0.75%	BL + 1.25%	n/a	n/a
Ambulatory Clinic Visits	40%	1,441,519	1,461,261	1,481,273	0.7% below Target	
New Patient Growth	10%	66,977	70,502	74,027	9.3% below Target	

* 2025 Baseline performance will be recast when all components are available and validated with the StrataJazz financial software migration and completed no later than May 31, 2026. Recast is in the final stages of validation.

Strategy and Growth



Component 1: Increase Share of Wallet Over Prior Year

2026 COMPOSITE TARGET	Component Weight	Min	Target	Max	YTD Performance	Tracking
Share of Wallet	50%	BL + 0.25%	BL + 0.75%	BL + 1.25%	N/A	N/A *

Status: n/a

The Measure: Improvement on the amount of medical revenue received by MetroHealth compared to the total patient medical expenditures. Share of Wallet metric is Domestic Spend/Total Spend.

Why It Matters: Share of Wallet reflects the organization's ability to serve the medical and care needs of existing patients. This provides continuity of care and a proxy measure of patient experience and access.

Recent highlights/initiatives: * 2025 Baseline performance will be recast when all components are available and validated with the StrataJazz financial software migration and completed no later than May 31, 2026.

Progress will be reported once the new baseline has been validated and approved.

Goal Owner: Nabil Chehade, MD

Strategy and Growth



Component 2: Improvement of Ambulatory Clinic Visit Volumes

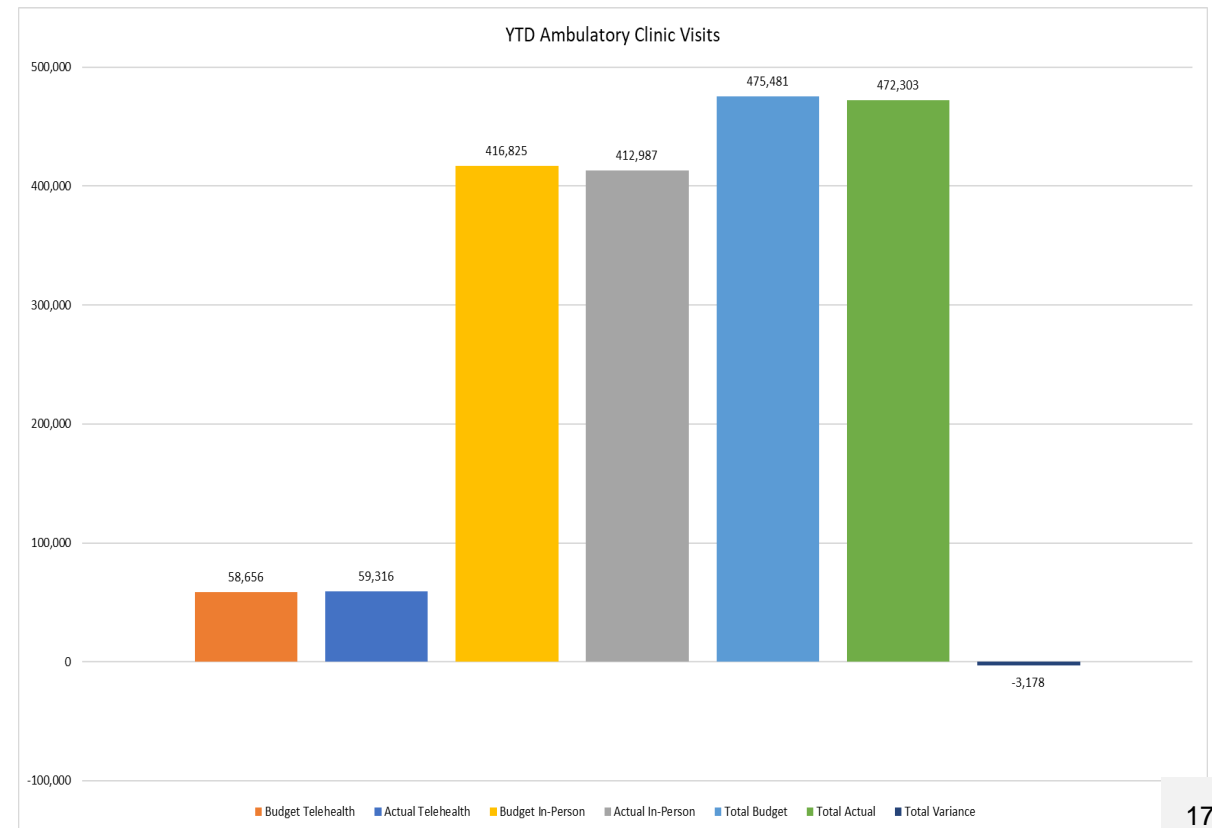
2026 COMPOSITE TARGET	Component Weight	Min	Target	Max	YTD Performance	Tracking
Ambulatory Clinic Visits	40%	1,441,519	1,461,261	1,481,273	0.7% below Target	GENERALLY ON TRACK

Status: **GENERALLY ON TRACK**

The Measure: Reported Ambulatory Clinic Visits completed between January 1, 2026 through April 30, 2026.

Recent highlights/initiatives:

- Total Ambulatory Clinic visits is 472,303 compared to Target (2026 Budget) of 475,481. This is 3,178 visits below Target.
- In-Person Clinic Visits are 0.9% below target (-3,838 visits) while Telehealth is 1.1% above target (+660 visits).



Goal Owner: Nabil Chehade, MD

Strategy and Growth



Component 3: New Patient Growth Over New Baseline

2026 COMPOSITE TARGET	Component Weight	Min	Target	Max	YTD Performance	Tracking
New Patient Growth	10%	66,977	70,502	74,027	9.3% below Target	OFF TRACK

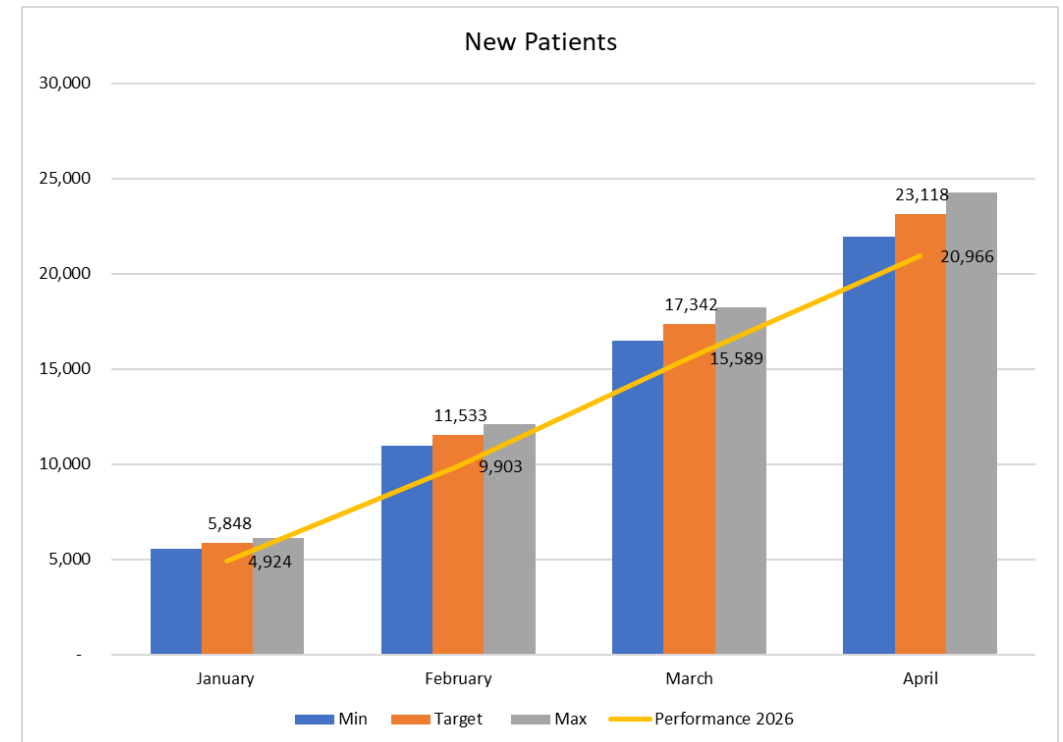
Status: **OFF TRACK**

The Measure: Improvement to the number of new patients seen in 2026 from Baseline (prior 3-yr historical average). New Patients are individuals that have not had a financial transaction with The MetroHealth System in the prior 3 years.

Why It Matters: New patients are required for sustainability and growth of our patient population as natural churn occurs.

Recent highlights/initiatives:

- Current patient trend is 9.3% below Target and 4.3% below Min.
- This is 2,152 new patients below Target.



Goal Owner: Nabil Chehade, MD

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.

2026 COMPOSITE TARGET	YTD HARM SCORE	YTD SEPSIS MORTALITY	YTD COMPOSITE SCORE
0.98	0.60	1.32	0.80

Recent highlights/initiatives:

- MetroHealth achieved a "C" for the Leapfrog Spring Hospital Safety Grade. The rating reflects performance on nationally benchmarked measures including Patient Safety Indicators (PSIs) from July 2022-June 2024, Hospital Acquired Infections (HAIs) from July 2024-June 2025 and Patient Experience results from 2024. The same indicators that make up the Leapfrog letter grade also directly influence the CMS Star Rating and Pay for Performance programs, which affect public transparency and reimbursement.
- In the 1st quarter of 2026, the Patient Safety Indicators (PSIs) have seen a 38% overturn rate! Every Patient Safety Indicator undergoes a comprehensive review by the Patient Safety and Quality Analytics team to ensure coding is accurate and reflective of the patient's stay. This validation process strengthens the accuracy of our publicly reported quality measures and supports our commitment to eliminating harm.
- MetroHealth's April 2026 CMS Star Rating was released, and the organization will be rated 3 stars. The star rating reflects performance across CMS's nationally reported domains including Mortality, Readmissions, Patient Safety Indicators (PSIs), Hospital Acquired Infections (HAIs) and Patient Experience data.

Quality, Safety and Experience



Goal #2: Improving the Patient Experience

Status: EXCEEDING GOALS

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.

2026 TARGET	YTD 2026 (March)
3.0	3.5

Recent highlights/initiatives:

- MetroHealth at or above the National and Ohio averages for all dimensions for Outpatient and Ambulatory Surgery (OAS) CAHPS
- Emergency Department (ED) launched service recovery module to build upon good communication and overall rating scores
- Ambulatory improvement initiatives include:
 - On-demand (15–30 minute) provider communication training modules
 - Managing patient expectations regarding visit delays
 - Epic tool to facilitate alignment among care team and patients on reason for visit

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 13 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.

2026 SCORING	2026 YTD COMPOSITE
Threshold: 14 pts	4 pts
Target: 18 pts	
Stretch: 22 pts	

Measures	Baseline	2026 Target	YTD 2026	Points
Cervical Cancer Screening (%)	66%	67%	66%	1
Breast Cancer Screening (%)	75%	76%	73%	0
Colorectal Cancer Screening (%)	63%	64%	61%	0
Kidney Health Evaluation (%)	61%	62%	26%	0
Diabetes: Glycemic Status Assessment Greater Than 9% (Lower is Better) (%)	22%	21%	44%	0
Controlling Blood Pressure (%)	72%	73%	70%	0
7 Day Follow Up for SUD ED Patients (%)	11%	13%	12%	1
Timeliness of Prenatal Care (%)	82%	83%	83%	2
Well-Child Visits in First 15 Months (%)	61%	62%	58%	0
TFU for Inpatient Discharges (7 day) (%)	52%	53%	51%	0
Pharmacy Capture Rate (%)	57%	61%	59%	0
Completion of Medicare Wellness Visits (N)	16796	17500	4788	0
Improving Annual Comprehensive Assessments of Care Conditions (%)	69%	72%	54%	0

Goal Owner: Nabil Chehade, MD

Employee Engagement and Retention



Goal: Improvement of Employee Engagement Survey Engagement Index Score

Status: n/a (survey has not launched)

The Measure: The Engagement Index is a composite measure that reflects employees' motivation, commitment and connection to the organization. Perceptyx builds the index from a small set of core engagement items that assess intent to stay, pride, advocacy and willingness to give extra effort.

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.

2026 Target Goal	2026 Performance
81.4%	n/a - Survey has not yet launched

Recent employee engagement activities include:

- Executive Leadership Team created employee engagement survey action plan and identified “sufficient effort is made to get the opinions and thinking of people who work here” as their priority item for focus to improve engagement.
- HR is supporting departments with low engagement scores through Listening sessions. Also, Leadership Listening Rounds are underway to enhance the visibility of outcomes and follow-through.
- In early May, MetroHealth celebrated National Hospital Week, National Nurses Week, and National Police Week, recognizing our caregivers for their exceptional work in our organization and those we serve.
- To promote a culture of safety across the organization, MetroHealth launched a Workplace Safety program and governance structure to focused on reporting, training, incident response, risk assessment, and prevention.



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 employee departures within first year of employment and dividing it by the number of employee departures in 2026.

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

2025 Year-End Baseline	2026 Target Goal	Q1 2026
35.6%	33.8%	32.6%

Recent retention highlights include:

- A "Day in the Life" PCNA video was developed in collaboration with several current MetroHealth employees. This video supports recruitment efforts by offering an authentic, realistic view of daily PCNA responsibilities, while also addressing key factors identified as contributors to early turnover.
- The recruitment and retention workgroup recently finalized a sourcing calendar focused on pipeline engagement opportunities, including outreach at Ohio Society of Radiologic Technologists events and lunch and learn sessions with current Radiology Technology students.
- The first cohort of Radiology's mentoring program recently concluded. The six-month program showed great success, was very well received by participants, and underscores the importance of engaging and developing current staff.
- Nurse Intern Match Day (3rd annual) was held May 15 and resulted in 32 students interviewing and shadowing.



Goal Owner: Deborah Southerington

Research and Teaching



Goal: Increase Grant Applications

Status: **OFF TRACK**

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.

2025 Year-End Baseline	2026 Target Goal	YTD
116 applications	90 applications	25 (annualized: 75)

Recent academic highlights include:

Cynthia Kubu, PhD, Professor of PM&R, received the 2026 Toyoko Yamashita Award for her contributions to the Case Western Reserve University Women Faculty of the School of Medicine. Dr. Kubu is a clinician scientist in the MetroHealth Center for Rehabilitation Research and a Professor in the departments of Physical Medicine and Rehabilitation and Bioethics at CWRU School of Medicine.

In addition to her clinical work and research, Dr. Kubu serves as the Director of Faculty Development for MetroHealth with the goal of helping all faculty succeed in their academic medicine careers.

Goal Owner: John Chae, MD

System News and Accomplishments

The MetroHealth Foundation



Notable Gifts (\$25K+)

- \$50,000 gift in support of the Chaikin Band Aid Fund.
- \$25,000 grant from the Reuter Foundation in support of Food as Medicine.
- \$25,000 gift in support of the Duncan V. Neuhauser Quality Improvement Endowment.
- \$25,000 gift in support of the School Health Program.

Guardians of Health Pilot Program

- The Foundation is launching Guardians of Health, a grateful patient giving pilot that strengthens trust, deepens patient engagement and advances a culture of philanthropy across MetroHealth.
- The program invites patients and families to honor caregivers through charitable gifts, recognizing caregiver impact while supporting mission-aligned programs and services.
- **2026 Focus:** Targeted pilot activation in select clinical areas, embedded into the care experience.
- **Next Steps:** Refine based on pilot insights, scale systemwide in 2026 with expansion in 2027, and monitor performance through quarterly reporting and continuous improvement.

Pathways to Opportunity Celebration

At the **Pathways to Opportunity Celebration**, MetroHealth recognized the KeyBank Foundation's \$1.5 million investment in the Institute for H.O.P.E.[™], supporting **Opportunity Centers at Buckeye and Via Sana** and advancing workforce and economic mobility initiatives.

[Watch the video.](#)



The MetroHealth Foundation



Partners in Good Health

CBLH Design Inc. joined the Foundation's [Corporate Partner Program](#) as a Humanity Partner, supporting the School Health Program. This year, CBLH is also covering Resiliency Run registration for its employees, investing in wellness, teamwork and trauma recovery across our community.

[Jessica Chupnick](#), Manager of Child Life and Pediatric Programs, is our newest **Champion of Philanthropy**. She actively connects supporters to the Child Life program – where donor-funded tools help children cope with illness through play – and has helped initiate new partnerships that expand philanthropic support for patients and families.

Mark Your Calendars

- **Outpatient Health Center Opening Celebration:** Saturday, June 13, 9:00 a.m., at Main Campus. Contact Jamie Ellerbrock at jellerbrock@metrohealth.org or 440-592-1431.
- **10th Annual Resiliency Run:** Saturday, June 6, 2026, at the Cleveland Metroparks Zoo. Run, walk or donate in support of MetroHealth's Burn Care and Trauma Center. [Register today](#).
- **Clyde L. and Katherine S. Nash Professorship Installation of Harry Hoyen, MD:** Tuesday, July 14, 4:30-6:30 p.m., at The Glick Center, Main Campus. More details are coming soon.

Helpful Resources

- The Foundation continues to expand digital engagement, including a new **Facebook** presence. [Follow us](#).
- In partnership with **FreeWill**, you can [create or update a will at no cost](#) and choose to designate the Foundation, helping sustain programs like School Health that expand access to care for thousands of students annually.



Nursing

“The Power of Nurses” served as the theme for [Nurses Week 2026](#), and MetroHealth celebrated our nursing colleagues with a full week of activities.

National Nurses Week ran May 6–12, and our system kicked things off early with Nurses Day at the Zoo on April 26, sponsored by MetroHealth.

Events throughout the week included:

- Nursing Knowledge & Innovation Day on Monday, May 4
- Nursing Excellence Award Ceremony on Tuesday, May 5
- Continuing Education sessions on Wednesday, May 6 and Thursday, May 7
- Affordable Uniform Sale at The Glick Center, with additional dates at Middleburg Heights and Cleveland Heights
- Nursing Fair with vendors on Friday, May 8

Additional festivities included meal deliveries to units and sites and gift distributions for nurses across the system.

In a video message, Candace Mori, PhD, RN, APRN, ACNS-BC, NEA-BC, ONC, System Chief Nursing and Patient Care Services Officer, shared her appreciation, noting that the week was meant to celebrate nurses and the incredible work they do.

Employees were encouraged to use the ALL IN recognition platform to send messages of appreciation to nurses.

A celebratory Magnet designation banner was displayed on the View Garage for those driving on I-71 or visiting Main Campus.

We closed the week with gratitude for our nurses—their dedication, compassion, and impact on our patients, colleagues, and community.



Nursing Excellence Awards

The power of nurses was on full display as we recognized and honored the exceptional contributions of our nursing team during the 2026 Nursing Excellence Awards.

As part of our National Nurses Week celebration, this year's nominees and winners exemplified the dedication, excellence, and compassion our nurses bring to patients every day. Please join us in congratulating this year's award recipients:

- **Outstanding Achievement in Nursing Education and Professional Practice:** Melissa Hill, RN
- **Outstanding Achievement in Nursing Quality & Research:** Lillian Kohler, MSN, RN, C-EFM, C-ONQS
- **Outstanding Achievement in Interprofessional Collaboration:** Employee Health Clinic
- **Outstanding Achievement in Nursing Leadership:** Sharmel Mathis, BSN, RN
- **Outstanding Achievement in Career Excellence:** Ann Fiorta, BSN, RN
- **Outstanding Friend of Nursing:** Stacey Bonner, Environmental Services Aide



Government Relations



State Representative Rachel Baker (D-Cincinnati)

During a recent visit to campus, Representative Baker delivered the keynote presentation for MetroHealth's Nursing Knowledge and Innovation Day. As both a legislator and practicing nurse, she presented on the critical role nurses play in shaping health policy and advancing patient's access to care across Ohio. Thank you to **Nate Albright, PhD, RN**, and Nursing Leadership for coordinating the Representative's visit.

Cleveland City Council: Workplace Violence

MetroHealth representatives — including Chief Human Resources Officer Deb Southerington and MetroHealth Police Chief Joseph Greiner — appeared before Cleveland City Council's Safety Committee to address questions about workplace safety. Leaders from University Hospitals and Cleveland Clinic also participated. Council is weighing legislation that would elevate the offense of menacing a healthcare worker — threatening them with harm — from a fourth-degree misdemeanor to a first-degree misdemeanor.



Communications

Trauma and Primary Care Highlights

- Dr. Alexander’s op-ed – [“A new trauma center won’t increase capacity without staff”](#) – appeared in Crain’s Cleveland Business.
- [Data suggests Cleveland doesn’t need another trauma center](#) – Signal Cleveland. MetroHealth experts are quoted.
- [A pause on Cleveland Clinic trauma center plans? State lawmakers are asking the hospital to consider it](#) – Signal Cleveland. Here’s the [full statement](#) from the delegation.
- [It’s not gunshots or car crashes. Why falls are the leading cause of trauma in Northeast Ohio](#) – Signal Cleveland. MetroHealth experts are quoted.
- Mark Wallach published a letter in Cleveland Jewish News, [“Clinic donation threatens county hospital”](#)
- Dr. Alexander spoke to a sold-out audience at The City Club of Cleveland sharing her unwavering belief that primary care is the backbone of a healthy community. She highlights the need to expand access, strengthen prevention and meet patients where they are, both inside and outside traditional clinical settings. You can watch the forum [here](#).
- [MetroHealth staff push for immediate unionization amid burnout](#) – Cleveland.com/Plain Dealer. We supplied additional context around our operations, mainly around double booking.
- [MetroHealth primary care providers seek unionization: 5 things to know](#) – Becker’s Hospital Review

Social Media: Trauma Awareness



>> Trauma-prevention tips are a core element of MetroHealth’s social media strategy, helping proactively educate the community and reduce preventable injuries. This consistent expert guidance reinforces MetroHealth’s leadership as the region’s premier Level I trauma center.

Communications



Other Media Highlights

- [KeyBank Foundation gives \\$1.5 million to MetroHealth Opportunity Centers](#) – Cleveland.com/Plain Dealer
- MetroHealth’s health insurance enrollment push highlighted in Becker’s story, [“Hospitals prep for Medicaid crunch.”](#)
- **Expert placement:** Kelly Gibson, MD, appeared on the Sound of Ideas to discuss [preeclampsia](#).
- **Expert placement:** David Crowe, MD, appeared on the Sound of Ideas to discuss [summer skin safety](#).
- **Expert placement:** Laura Shefner, MD, published her latest column in the Cleveland Jewish News, [“Simple steps for tick safety”](#)
- **Expert placement:** Shauna Pagel, ARPN-CNP, is quoted in Cleveland.com/Plain Dealer story, [“Estrogen patch shortage: Why Ohio pharmacies can’t keep up.”](#)

Internal Communications

- Managed OPHC opening updates/parking adjustments, wage increase, Nurses Week, Hospital Week, emergency road repairs, transfer protocol and more.



KeyBank Foundation gives \$1.5M to MetroHealth Opportunity Centers

Published: May, 04, 2026, 11:11 a.m.



A \$1.5 million investment from the KeyBank Foundation will support the continued growth of MetroHealth's Opportunity Centers in Cleveland's Buckeye and Clark Fulton neighborhoods. This image shows MetroHealth's main campus. John Pana, cleveland.com

Marketing – *Your Doctor Is In* Primary Care Campaign

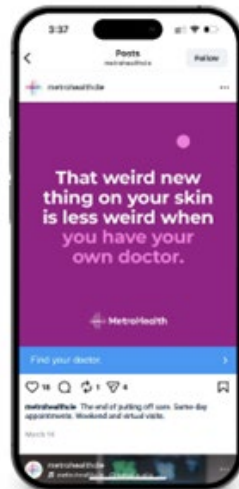
Stop Searching. Start Getting Answers.



Goal: Increase awareness of MetroHealth's Primary Care offerings

Campaign Strategy: Audience-driven, tailored media mix aligned to where each audience consumes media, working together to guide patients toward Primary Care as the most accessible entry point to care.

Print



[:30 Commercial Spot featuring Noha Dardir, MD, Family Medicine, Westlake Health Center](#)

Messaging contrasts today's confusing healthcare choices with the clarity of a trusted primary care relationship

- Patients have more choices than ever and **often feel unsure** where to go or who to trust
- When access is **unclear**, patients **turn to disconnected options**—fragmenting care and continuity
- **Primary care is our “front door”** for navigation, prevention, and coordinated care

Paid Social

Patient Stories: Why they choose MetroHealth

[Linda's Story](#)



[Jon's Story](#)



[Ricardo's Story](#)



For more information, connect with your doctor, or to make an appointment, visit

[Primary Care. Not just a doctor. Your doctor. - MetroHealth | Cleveland, OH](#)

Awards and Recognitions



- Three MetroHealth physicians — **Jeremiah Escajeda, MD**; **Kevin Caja, MD**; and **Robert Jones, DO** — received top 2026 Ohio ACEP awards recognizing leadership, innovation and service in emergency medicine.
- **Sergio Bardaro, MD**, has been named a 2026 LEAD Award Honoree, a national recognition presented by the American Society for Metabolic and Bariatric Surgery and the Treatment Research and Education to End Obesity Foundation. This honor is reserved for exceptional leaders who demonstrate outstanding commitment to Leadership, Education, Advancement, and Dedication in the treatment of obesity.
- **Nicole Molesky, RN**, was recently honored as the Child Life and Education team’s first Emotional Safety Champion, a quarterly recognition celebrating interdisciplinary staff who exemplify emotionally safe, stress-reducing care for pediatric patients.
- **Kristina “Krissy” Cox, RN, BSN** — a Perinatal float-pool nurse known for her attentive listening and strong patient advocacy — received a DAISY Award after being praised by a postpartum patient for her exceptional care across multiple units, including Postpartum/Nursery, NICU and Pediatric/PICU.



Jeremiah Escajeda, MD



Kevin Caja, MD



Robert Jones, DO



Sergio Bardaro, MD



Nicole Molesky, RN



Kristina “Krissy” Cox, RN, BSN

Awards and Recognitions

- **Kathryn "Katie" Jones Stadler, RN** — a home-visiting nurse with the Nurse-Family Partnership — was named the Women & Children's Department's Nurse of the Quarter after stopping to assist a pregnant woman experiencing homelessness, offering resources and information about MetroHealth's NFP program.
- **Anthony Zalewski, RN, BSN, MHA**, Injury Prevention & Outreach Coordinator, Division of Trauma, recently earned honorary membership to the Academy of Medicine of Cleveland & Northern Ohio (AMCNO). The recognition is awarded to a non-physician member who has made significant contributions to the healthcare profession and/or the health of the community.
- **Lauren O'Byrne Gopal, DO; Raisa Lerner, MD;** and **Justin Mistovich, MD**, were named to *Crain's Cleveland Business'* 2026 Notable Leaders in Health Care list, recognizing their impact and leadership in the region's healthcare community.



Kathryn "Katie" Jones Stadler, RN



Anthony Zalewski, RN



Lauren O'Byrne Gopal, DO



Raisa Lerner, MD



Justin Mistovich, MD

The following actions to the MetroHealth System Medical Staff will be reviewed by the Credentials Committee on April 28, 2026.
The Actions will then be reviewed by the Medical Executive Committee on May 8, 2026.

Resignations

<i>Name</i>	<i>Department</i>	<i>Division</i>	<i>End Date</i>
Armagno, Elizabeth, APRN-CNP	Psychiatry		4/17/2026-R
Belding, Jonathan, MD	Orthopaedics		3/30/2026-R
Burkholder, Ryan, MD	Medicine	Gastroenterology	3/30/2026-R
Dykes, Rebecca, APRN-CNP	Surgery	General Surgery	4/17/2026-R
Fasone, Holly, APRN-CNP	Psychiatry		4/3/2026-R
Koziol, Tanya, APRN-CNP	Surgery	Oncology	3/24/2026-R
Rodney, Mark, PA-C	Family Medicine		4/11/2026-R
Shapiro, Boris, DO	Radiology		2/24/2026-R
Walden, Trey, APRN-CRNA	Anesthesiology		4/10/2026-R

Category Change

<i>Name</i>	<i>Category From</i>	<i>Category To</i>	<i>Date</i>
Henry, Ryan, APRN-CRNA	Associate	Privileged Non-Member	4/23/2026
Weisenberger, Kristen, APRN-CRNA	Associate	Privileged Non-Member	4/19/2026

Department/Division Change

<i>Name</i>	<i>From</i>	<i>To</i>	<i>Date</i>
Jacobs, Breana, APRN-CNP	Pediatrics	Anesthesia/Pain	4/14/2026

Additional Clinical Privileges

<i>Name</i>	<i>Privileges Added</i>	<i>Date</i>
Herringshaw, Halle, PA-C	Laser Privileges	4/14/2026
Modlin, Charles, MD	Laser Privileges	4/14/2026

CC=Contract Complete, Fellowship Complete
R=Resigned
RL-Relocated
RT-Retired
ET-Employment Terminated
CT-Contract Terminated

The following Appointments to the MetroHealth System Medical Staff will be reviewed by the Credentials Committee on April 28, 2026. The appointments will then be reviewed and accepted by the Medical Executive Committee on May 8, 2026.

Associate

<i>Name</i>	<i>Department</i>	<i>Division</i>	<i>Effective</i>
Erhardt, Jennifer, APRN-CNP	Surgery	Urology	4/29/2026
Huntington, Christina, APRN-CNP	Surgery	Trauma/Burn/Critical Care	4/29/2026

Privileged Non-Member

<i>Name</i>	<i>Department</i>	<i>Division</i>	<i>Effective</i>
Carter, Mary, PA-C	Surgery	Cardiothoracic	4/29/2026
Patel, Jayprakash, MD	Surgery	Urology	4/29/2026
Pierro, Caili, DO	Surgery	Trauma/Burn/Critical Care	4/29/2026
Quinn, Lyndsay, APRN-CNM	OB/GYN		4/29/2026
Soforenko, Margaret, APRN-CNP	Surgery	Cardiothoracic	4/29/2026
Vo, Kiet, MD	Radiology		4/29/2026
Worsham, Clifton, MD	Pediatrics	Pediatric Cardiology	4/29/2026

Non-Reviewable Clean List Files

Privileged Non-Member

<i>Name</i>	<i>Department</i>	<i>Division</i>	<i>Effective</i>
Altabbaa, Bushra, PharmD	Pharmacy		4/29/2026
Bartley, Renita, PharmD	Pharmacy		4/29/2026
Batey, Nimet, PharmD	Pharmacy		4/29/2026
Bentley, Elizabeth, PharmD	Pharmacy		4/29/2026
Benedetti, Amanda, PharmD	Pharmacy		4/29/2026
Cloonan, Jordan, PharmD	Pharmacy		4/29/2026
Crisp, Sarah, PharmD	Pharmacy		4/29/2026
Dillen, Madeline, PharmD	Pharmacy		4/29/2026
Doss, Brian, PharmD	Pharmacy		4/29/2026
Doycich, Emily, PharmD	Pharmacy		4/29/2026
King, Benjamin, PharmD	Pharmacy		4/29/2026
Knight, Jillian, APRN-CNP	Medicine	Internal Medicine	4/8/2026
Leahy, Julianna, PharmD	Pharmacy		4/29/2026
Lenehan, Rosaleen, PharmD	Pharmacy		4/29/2026
Matousek, Katherine, PharmD	Pharmacy		4/29/2026
Ortiz, Jasmin, PharmD	Pharmacy		4/29/2026
Pazey, Madison, PharmD	Pharmacy		4/29/2026
Pisano, Carrie, PharmD	Pharmacy		4/29/2026
Samardzic, Vanja, PharmD	Pharmacy		4/29/2026
Schneiderman, Matthew, PharmD	Pharmacy		4/29/2026
Shupp, Katie, PharmD	Pharmacy		4/29/2026
Trocchio, Dominique, PharmD	Pharmacy		4/29/2026
Valente, Megan, PharmD	Pharmacy		4/29/2026
Winar, Jubilee, PharmD	Pharmacy		4/29/2026

APRIL 2026 REAPPOINTMENTS

Last Name	First Name	Degree	Department	Division
Brown	William	APRN-CNP	Surgery	Trauma/Burn/Critical Care
Gerasymchuk	Myroslav	MD	Radiology	
Jackman	Tyler	PA-C	Emergency Medicine	
Kaur	Amandeep	APRN-CNP	Medicine	Cardiology
Kennedy	Dani	PA-C	Family Medicine	
Lopez	Pedro-Jose	MD	Pediatrics	Pediatric Urology
McKinney	Brandy	DNP, APRN-CNP	Psychiatry	
Moldes Larribas	Juan	MD	Pediatrics	Pediatric Urology
Mossing	Emilee	PA-C	Surgery	Plastic Surgery
Najjar	Mohamed	PA-C	Emergency Medicine	
Obermire	Katherine	MD	Surgery	Vascular Surgery
Pontau	James	Ph.D.	Physical Medicine & Rehabilitation	Psychology
Strong	Emily	MD, MS	Medicine-Pediatrics	
Winer	Norton	MD	Neurology	