



Christine Alexander-Rager, MD

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

August 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:

● **Our Outpatient Health Center is open:** It was years in the making, and on July 27, we opened the doors of our new 300,000-square-foot Outpatient Health Center. This beautiful, bright and welcoming new space brings dozens of services and specialties together into one convenient location. Highlights include a 24/7 drive-through pharmacy, expanded clinical areas, larger exam rooms, connected parking and intuitive wayfinding that makes it easier to access care.

The OPHC was worth the wait, because it was designed and shaped using input and feedback from our caregivers, patients and families.

This facility provides our community with a level of outpatient care that they've long deserved, and it provides MetroHealth caregivers with a working and healing environment that matches their level of care, expertise and devotion.

● **Exciting news about our Federally Qualified Health Centers:** Earlier this month, we got the terrific news that MetroHealth Community Health Centers (MHCHC) has officially been awarded full Federally Qualified Health Center (FQHC) status.

While the designation details are complex, what it means is simple: We'll have more resources to support the work we do.

Since 2020, we've operated MHCHC as an FQHC "Look-Alike," which meant that we met all the strict federal standards of a Federally Qualified Health Center but didn't receive all the federal benefits of full status.

Now, we'll be able to receive more resources to help support our operations and expand our services. We'll be able to do even more for the neighborhoods and communities that rely on us.

MHCHC provides care through a growing network of health centers and community programs, including Bedford Health Center, Broadway Dental Center, Brooklyn Health Center, Buckeye Health Center, Collinwood Health Center, Glenville Health Center, the School Health Program, mobile clinics and the Correctional Medicine Program at the Cuyahoga County Corrections Center.

Congratulations and thank you to MetroHealth Community Health Centers CEO **Kate Fox Nagel, DrPH, MPH**, and the entire MHCHC team for this tremendous milestone. It is a direct result of years of trust, hard work and close collaboration with our patients and local communities.

● **Fifty years of community health centers:** On August 15, members of the community and MetroHealth caregivers, past and present, came together to celebrate the 50th anniversary of the opening of the **Kenneth W. Clement Center for Family Health Care**, located at 2500 E. 79th St. It was MetroHealth's first community-based health center.



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I had the honor of practicing there, and I got to see what this clinic meant to the people who lived in the nearby neighborhoods of Central, Fairfax, Kinsman and Woodland Hills. I also saw what the Clement Center meant to the health of the neighborhoods themselves.

Unlike a hospital-like setting, the Clement Center focused on comprehensive family medicine. That meant a focus on primary care, disease prevention, health maintenance, pediatrics and community-based health programs.

Before the Clement Center, many Black Clevelanders didn't have access to these services. They had to rely on the oldest wings of segregated hospitals or wait until emergencies to seek care.

The Clement Center provided something completely different: a warm, welcoming, comfortable and respectful environment. It allowed Black Clevelanders the ability to do something they hadn't always been able to do: trust the healthcare system.

It became a cornerstone for Cleveland's Black community and a powerful symbol of Black excellence.

Today, inspired by the success of the Clement Center, MetroHealth has community-based health centers and clinics across the county, bringing exceptional care, life-changing services and trust-building connection directly to our patients, where they are, in neighborhoods throughout our region.

● **Employee Appreciation events are back:** Because of the budget challenges we faced last year, our caregivers had to forgo the food trucks and festivities of MetroHealth's annual Employee Appreciation events. As you'd expect, our employees showed understanding and grace with this difficult decision. This year, however, the celebrations returned. It was such a joy to help with the event at Main Campus and to see our caregivers enjoying some much-needed fun and appreciation. In all, we provided food trucks or catered meals – and giveaways – at more than 20 MetroHealth locations. Thank you to everyone who made this event possible.

● **Awards and Recognitions:** It's always nice to have our system and our caregivers recognized, and we've received a few significant honors since we last met:

- **Lantern Awards:** All four of our Emergency Departments – Main Campus, Brecksville, Cleveland Heights and Parma – were recognized by the Emergency Nurses Association for their excellence and innovation in nursing leadership, clinical practice and patient care. Only 126 emergency departments nationwide received this prestigious award.
- **Top 25 Academic Medical Centers:** MetroHealth has been recognized as one of the nation's top 25 academic medical centers by the Lown Institute. We are the only academic medical center in Cleveland to make the top 100, receiving top marks for our commitment to community health, racial inclusivity and evidence-based care. The recognition is a testament to our devotion to high-quality patient care, medical research and the education/training of the next generation of healthcare professionals.
- **Rehabilitation Institute among the best:** U.S. News & World Report has ranked the MetroHealth Rehabilitation Institute among the best in the nation, placing it No. 34 nationally and No. 3 in Ohio for 2026. The institute was again recognized for its exceptional care of patients recovering from complex conditions such as stroke, traumatic brain injuries and spinal cord injuries. This honor highlights our system's decades-long commitment to advancing rehabilitation care and research to serve our community.

● **Leadership updates:** I am thrilled to share the news of two appointments:

- **Natalie Joseph, MD,** has been named the new Chair of our Department of Surgery. A respected surgical oncologist and an admired colleague and leader, Dr. Joseph previously served as Interim Executive Director of the Cancer Institute, Director of the Division of Surgical Oncology and



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Director of the Center for Breast Health. She is also Past President of our Medical Staff. In her new role, she will oversee a critical department that spans multiple surgical disciplines and supports our region's premier Level I Adult Trauma Center. Dr. Joseph has been with MetroHealth since 2008.

- o **Aaron Baker, MD**, has been named the new Chair of our Department of Otolaryngology (ENT) after serving as Interim Chair since December 2024. A specialist in otology and neurotology who performed MetroHealth's first cochlear implant in 2023, Dr. Baker will oversee the department's clinical, educational and research programs and lead efforts to further strengthen MetroHealth's role as a regional destination for advanced ENT care. Dr. Baker has been with MetroHealth since 2019.

● **Honoring Walter B. Jones, Jr.:** On July 28, MetroHealth leaders, community members and the Jones family gathered to formally dedicate the Walter B. Jones, Jr. Walkway, the connector between our new Outpatient Health Center and The Glick Center. The walkway honors Walter, who served as MetroHealth's Senior Vice President of Transformation and whose leadership guided the planning, design and construction of MetroHealth's historic Campus Transformation. It is fitting that a walkway bears Walter's name, because his passion – here, at Parkland in Dallas and at Grady in Atlanta – was all about creating a clear, accessible bridge or walkway that connected communities and neighborhoods to better care and improved health.

● **Remembering “Dr. Bob”:** Earlier this month, we lost **Robert L. Smith, PhD**, the longtime Director of MetroHealth's Medical Staff Assistance Program. Many of you knew “Dr. Bob” well and experienced his boundless energy as he shared compassion, words of comfort and a love of all things MetroHealth. The hundreds of caregivers he lifted and inspired will honor his legacy for generations by guiding others toward comfort, understanding and the light of healing. What a glorious legacy to uphold. May we be forever blessed by our memories of him.

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 2026

System Goal Performance



August Snapshot: 2026 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 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.

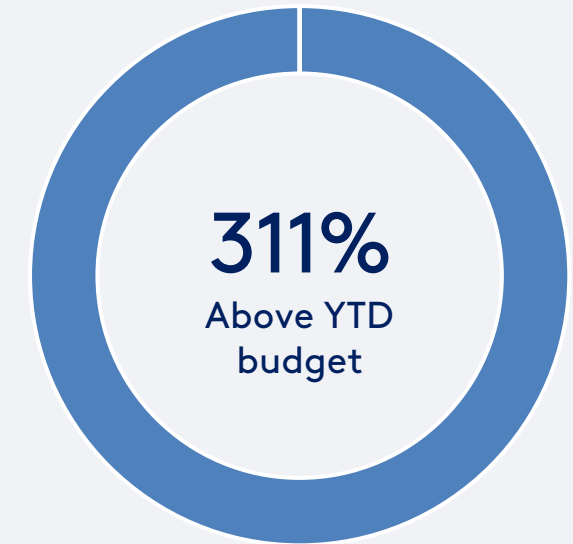
Recent highlights/initiatives:

- Adjusted Operating income is \$61.8M favorable YTD, primarily driven by state-directed payments recorded in 2026.
- Department expenses are favorable to budget by \$10.6M for the quarter and \$20.8M YTD.
- Unrestricted cash & investments remain stable at \$709.2M, an increase of \$36.2M from FYE 2025.

Goal Owner: Jeff Rooney



YTD Adjusted Operating Income (Loss)



YTD Actual: \$41.9M
YTD Budget: (\$19.9M)
Variance: \$61.8M
2026 Target: \$0 (Break-Even)

*YTD as of June 30, 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%	BL + 0.37%	
Ambulatory Clinic Visits	40%	1,441,519	1,461,261	1,481,273	822,356	
New Patient Growth	10%	66,977	70,502	74,027	37,927	

2025 Baseline performance was recasted with the StrataJazz financial software migration. The baseline recast results are listed in following slides.

Goal Owner: Nabil Chehade, MD

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%	BL + 0.37%	TRACK

Status: **GENERALLY ON TRACK**

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 was recasted with the StrataJazz financial software migration. Results are listed below:

Baseline – 51.83%

Minimum (BL+0.25%) – 52.08%

Target (BL+0.75%) – 52.58%

Maximum (BL+1.25%) – 53.08%

Goal Owner: Nabil Chehade, MD

Strategy and Growth



Component 1: Increase Share of Wallet Over Prior Year

Status: **GENERALLY ON TRACK**

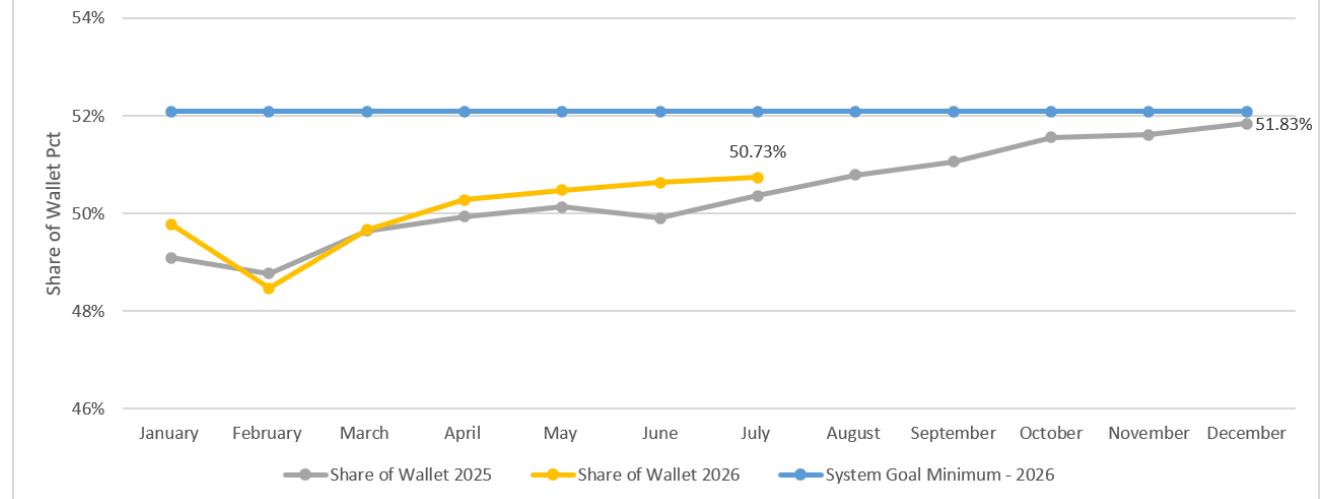
The Measure: Improvement on the amount of medical revenue received by MetroHealth compared to the total patient medical expenditures. Share of Wallet metric is Domestic Spend/Total Spend.

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: While Share of Wallet has shown slight improvement, because overall patient activity is reduced, net revenue from this population is also decreased.

Goal Owner: Nabil Chehade, MD

2026 SOW	7/31/2026							
	July YTD							
Group	MetroHealth Pt Activity	Pt Adj	PY Pt Activity	Pct of Yr	Projected Annual Pt	Pro-rated Total Spend	Domestic Spend	YTD SOC
Total Medicare	53,017	1.7%	51,743	84.3%	63,982	\$ 539,121,246	\$ 257,609,851	47.8%
Medicaid	80,025	18.0%	81,865	76.4%	123,631	\$ 276,414,708	\$ 172,153,864	62.3%
Commercial PPO	74,035	0.0%	78,094	73.0%	101,466	\$ 510,602,092	\$ 216,939,999	42.5%
Commercial Narrow Network	17,734	12.0%	19,339	83.9%	23,662	\$ 79,361,633	\$ 66,374,659	83.6%
TOTAL PATIENT POPULATION	224,811		231,041		312,741	\$ 1,405,499,678	\$ 713,078,372	50.73%
	-2.7%				-2.9%	-2.1%	-1.3%	
2025 SOW	7/31/2025							
	July YTD							
Group	MetroHealth Pt Activity	Pt Adj	PY Pt Activity	Pct of Yr	Projected Annual Pt	Pro-rated Total Spend	Domestic Spend	YTD SOC
Total Medicare	51,743	1.7%	48,824	84.2%	62,523	\$ 526,828,391	\$ 247,893,467	47.1%
Medicaid	81,865	18.0%	88,697	76.4%	126,412	\$ 282,634,325	\$ 179,317,169	63.4%
Commercial PPO	78,094	0.0%	71,980	72.8%	107,338	\$ 540,148,335	\$ 227,474,958	42.1%
Commercial Narrow Network	19,339	12.0%	17,281	83.9%	25,818	\$ 86,594,145	\$ 67,525,060	78.0%
TOTAL PATIENT POPULATION	231,041		226,782		322,092	\$ 1,436,205,196	\$ 722,210,654	50.29%



Strategy and Growth



Component 2: Improvement of Ambulatory Clinic Visit Volumes

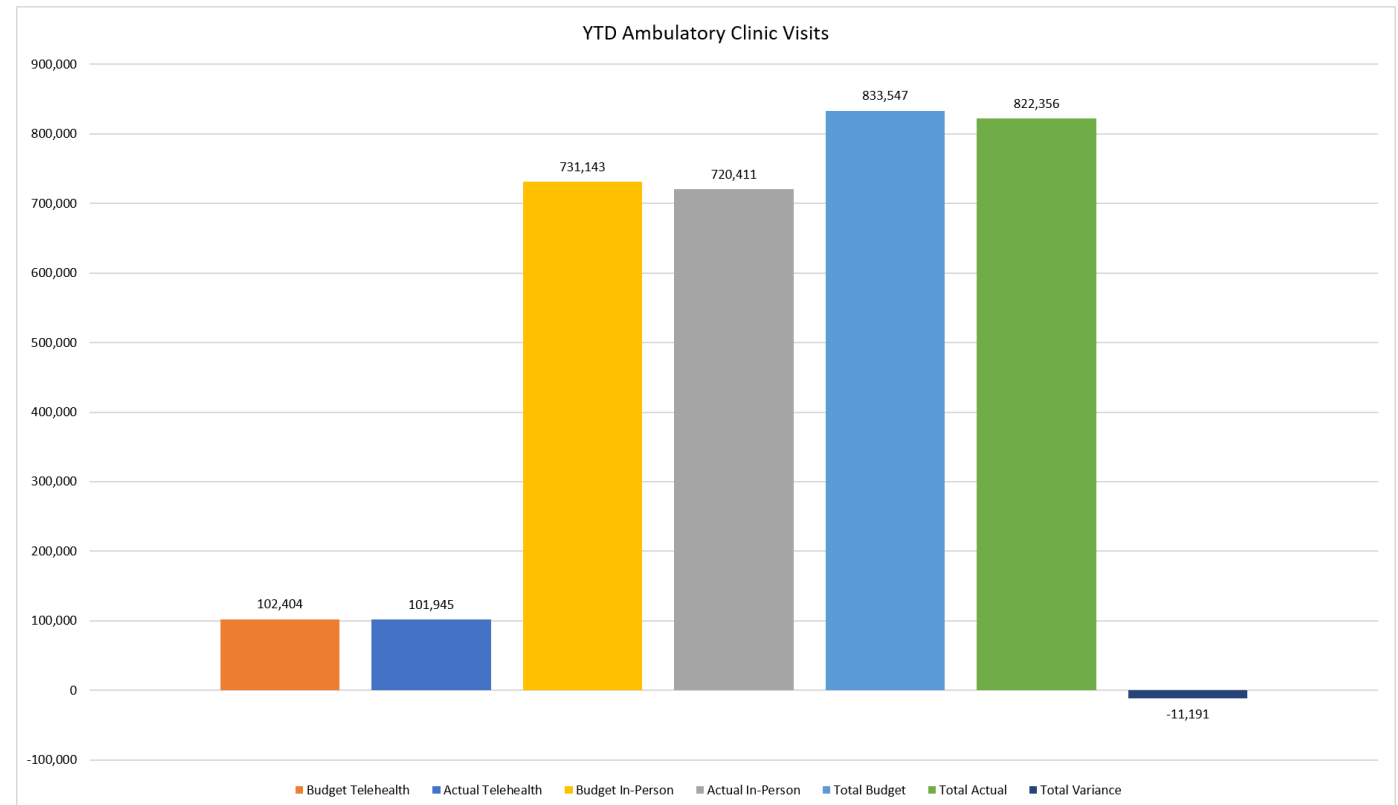
2026 COMPOSITE TARGET	Component Weight	Min	Target	Max	YTD Performance	Tracking
Ambulatory Clinic Visits	40%	1,441,519	1,461,261	1,481,273	822,356	TRACK

Status: **GENERALLY ON TRACK**

The Measure: Reported Ambulatory Clinic Visits completed between January 1, 2026 through July 31, 2026.

Recent highlights/initiatives:

- Through July, Ambulatory Visits are 1.3% below the Target trend (11,191 visits).
- Telehealth visits are down just 0.4% from Target whereas In-person visits are 1.5% below Target.



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	37,927	OFF TRACK

Status: **OFF TRACK**

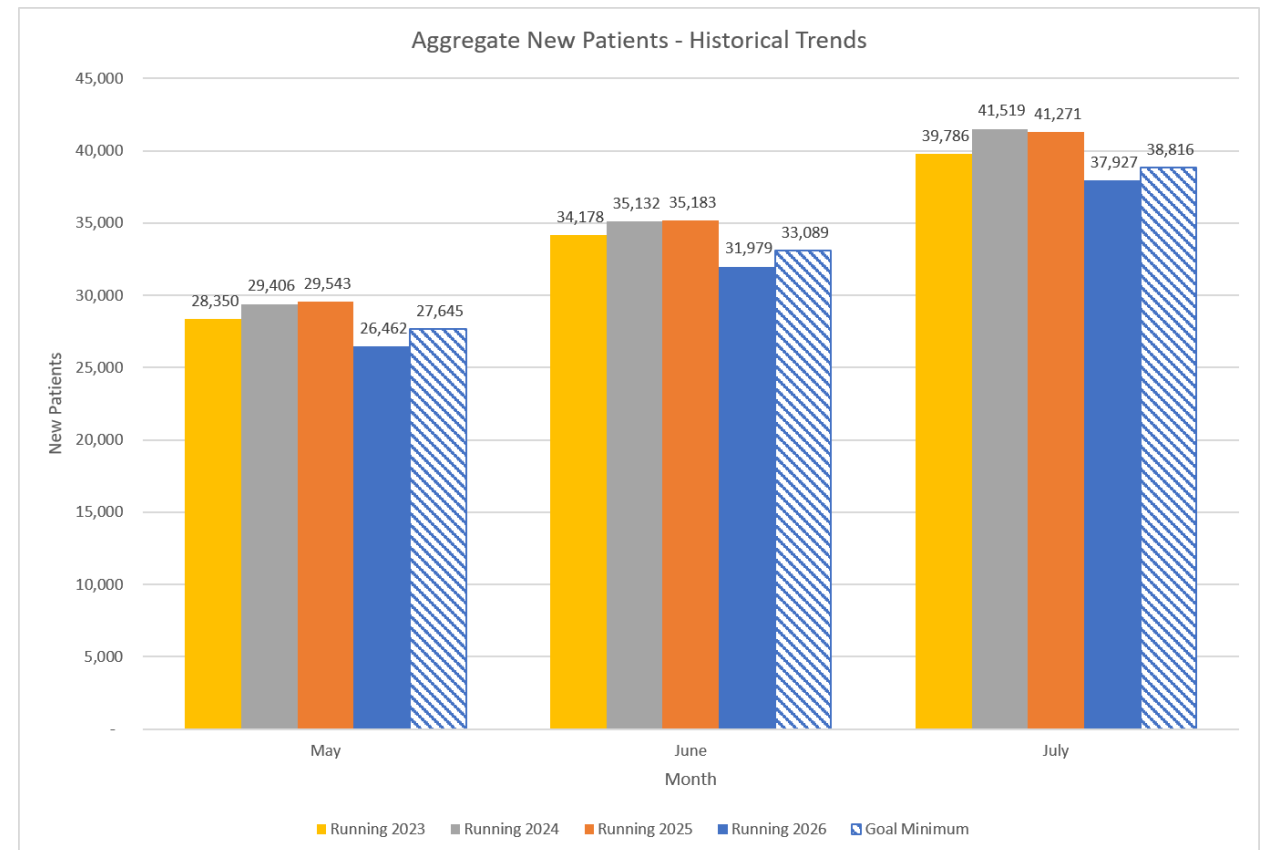
The Measure: Improvement to the number of new patients seen in 2026 from Baseline (prior 3-yr historical average). New Patients are individuals that have not had a financial transaction with The MetroHealth System in the prior 3 years.

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

Recent highlights/initiatives:

- New Patient counts continue to show significant decreases compared to prior years.
- New Patients from the Health Exchange are down over 50% (over 2,000 patients).

Goal Owner: Nabil Chehade, MD



Quality, Safety and Experience



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

Status: **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.

2026 COMPOSITE TARGET	YTD HARM SCORE	YTD SEPSIS MORTALITY	YTD COMPOSITE SCORE
0.98	0.79	1.16	0.80

Recent highlights/initiatives:

- The July year to date performance is 20% better than the 2025 end of year performance
- The June Sepsis Observed to Expected Ratio had an all-time low to date for 2026 with a rate of 0.95, which has led to the year to date Observed to Expected Ratio getting closer to the Min
- There has been an 11% turnover rate for the Patient Safety Indicator through Q2 2026. Each Patient Safety Indicator is reviewed by the Patient Safety Team in collaboration with Coding, Clinical Documentation, and the Quality Analytics team

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.

2026 TARGET	YTD 2026 (June)
3.0	3.11

Recent highlights/initiatives:

- Inpatient Nursing focused on bedside hand-off to foster good communication among nurses, patients and families and promote safety, continuity of care and shared decision making.
- Emergency Department team in collaboration with Patient and Family Advisors revised after visit summaries to provide better clarity to patients for symptoms to look out for to determine when it may be necessary to seek further care.
- Outpatient Health Center (OPHC) opened with standardized workflows for rooming and discharging patients to create a consistent experience.

Goal Owner: Joseph Golob, MD

Quality, Safety and Experience



Goal #3: Ambulatory Quality Metrics Improvement

Status: **GENERALLY 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: 13 pts	8 pts
Target: 17 pts	
Stretch: 21 pts	

Measures	Baseline	2026 Target	YTD 2026	Points
Cervical Cancer Screening (%)	66%	67%	67%	2
Breast Cancer Screening (%)	75%	76%	74%	0
Colorectal Cancer Screening (%)	63%	64%	62%	0
Kidney Health Evaluation (%)	61%	62%	41%	0
Diabetes: Glycemic Status Assessment Greater Than 9% (Lower is Better) (%)	22%	21%	30%	0
Controlling Blood Pressure (%)	72%	73%	73%	2
7 Day Follow Up for SUD ED Patients (%)	11%	13%	11%	1
Timeliness of Prenatal Care (%)	82%	83%	83%	2
Well-Child Visits in First 15 Months (%)	61%	62%	57%	0
TFU for Inpatient Discharges (7 day) (%)	52%	53%	51%	0
Pharmacy Capture Rate (%)	57%	61%	60%	1
Completion of Medicare Wellness Visits (N)	16796	17500	9345	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:

- The HR team joined employees in saying farewell to the Outpatient Plaza and moving to OPHC. To support employee wellness during the transition, the Employee Engagement team hosted several activities in the OPP, which included an art activity, therapy dog visits, chair massages, and more.
- On 7/22 a new Employee Workplace Safety Incident form launched in Origami to report workplace safety incidents involving patients, visitors or others whose behavior impacts employee safety, well-being or ability to do their work. This new form streamlines the reporting and follow-up processes. The HR Business Partner supporting the area where the incident occurred engages department leadership, the affected employee(s), and other relevant parties to discuss the incident, recommend support resources, determine next steps, and identify opportunities to prevent future incidents.

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 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	Through Q2 2026
35.6%	33.8%	29.5%

Recent retention highlights include:

- Fall semester class enrollment started for the MetroHealth/Tri-C Access Center. Courses offered at no cost to employees and community residents include Medical Terminology, Intro to Pharmacology, Microsoft Office, Ethics for Healthcare Professionals, Nursing and Healthcare Professions.
- Internal Career Pathway Program for Radiology is set to begin in Spring 2027.
- Career mapping workshops offered to Main Campus, Parma and Cleveland Heights staff to reflect on current career journey, identify opportunities that align with strengths and interests, learn strategies for navigating internal mobility at MetroHealth, and build an actionable career development plan.
- Expanded Stress Management Support: Nearly 1,500 employees have utilized chair massage services from January – June 2026, enhancing stress management and workforce resilience.
- Four scholarships awarded to assist second year Radiology students in finishing school. This is a pipeline to fill future openings in 2027.

Goal Owner: Deborah Southerington

Research and Teaching



Goal: Increase Grant Applications

Status: **ON 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	67 (annualized: 115)

Recent academic highlights include:

- July 16, 2026: Medtronic completed acquisition of SPR Therapeutics for \$650 million. MHS investigators (John Chae, MD, P. Hunter Peckham, PhD, Maria Bennett, MS) pioneered the development of Percutaneous Peripheral Nerve Stimulation for the treatment of acute and chronic pain.
- June and July 2026: Notice of Award received for \$19.7 million in federal grants
 - HRSA, PI: Ifeolorunbode Adebambo, MD: Primary Care Training Enhancement-Residency Training in Street Medicine, 5-yrs, \$2,500,000.
 - NIH, PI: Khalid Sossey-Alaoui, PhD: Mechanisms of regulation of metastasis by cancer extracellular vesicle-activated pathway, 5-yrs, \$3,287,991.
 - NIH, PI: Gengqing Song, MD: Transcutaneous Electrical Acustimulation Synchronized with Natural Breathing for Treatment of Epigastric Pain Syndrome, 5-yrs, \$945,000
 - NIH, MPI: Kenneth Laurita, PhD (Contact PI: Jidong Fu, PhD)): Membrane-Repairing Long Noncoding RNA Masir as a Novel Therapeutic for Ischemic Heart Injury, 4-yrs, \$3,041,226
 - NIH, PI: Xiaojun Shi, PhD: Mechanistic Insight into Conformational Regulation of EphA2: From Structure to Function, Dates: 5-yrs \$1,641,935
 - NIH, Contact PI: Kenneth Laurita, PhD, MPI: Lance Wilson, MD: Novel mechanisms and prevention of rearrest during resuscitation, 4-yrs \$3,096,903
 - NSF, PI: Michael Fu, PhD: POSE: Phase 2: The COSMIIC Open-Source Neuromodulation Ecosystem, 2-yrs, \$1,457,308
 - NIH, MPI: Nathan Makowski, PhD (Contact PI: Michael Moffit, PhD), COSMIIC tSNIP to Treat Chronic Knee Pain, 4-yrs, \$3,778,614

Goal Owner: John Chae, MD

System News and Accomplishments

Summer Appreciation Events



We were proud to celebrate our 8,000+ caregivers during our recent employee appreciation events across the health system. Whether through food trucks or delivered meals at our sites, the events were a small way to thank our employees for the talent, dedication, compassion and teamwork they bring to MetroHealth every day.



The MetroHealth Foundation

Notable Gifts (\$25,000+)

- A grant of \$1.83 million from the **Roots & Wings Foundation** in support of Early Childhood initiatives.
- An estate commitment of \$1 million in support of the Child Life Patient Care, Education and Research Fund.
- A grant of \$566,000 from the **Ohio Department of Health** in support of the School Health Program in collaboration with Government Relations.
- An estate commitment of \$300,000 supporting Food as Medicine, Community Health and the Stronger Generations Fund.
- A gift of \$100,000 to support MetroHealth's areas of greatest need.
- A gift of \$50,000 in support of Neurology.
- A gift of \$25,000 from the **Irving and Gloria Fine Foundation** in support of the School Health Program.

2025 Endowment Impact Report

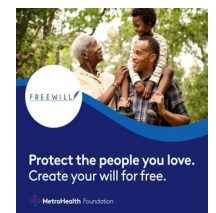
- The [new brochure format](#) highlights a selection of MetroHealth's 90 endowments and 17 professorships in patient care, education, research and innovation, and the recruitment of exceptional faculty.
- In 2025, \$1,337,165 from endowed funds fueled progress across the health system. Endowment market value reached \$41.9 million.

Make-A-Will Month & FreeWill

- Promoted [Make-A-Will Month](#) through our partnership with [FreeWill](#), a free resource that enables anyone to create a will in 20 minutes or less and optionally include a legacy gift to the Foundation.
- Executed a targeted email series to segmented audiences, including employees, donors and alumni and utilizing Facebook advertising to expand our reach.
- Since launching in January 2026, 47 free wills have been created, designating The MetroHealth Foundation as the beneficiary. Employees are the strongest responders.



[2025 Endowment Impact Report](#)



The MetroHealth Foundation

Grant Opportunity Made Possible by the Roots & Wings Foundation

- MetroHealth departments and teams are invited to submit proposals for programmatic, research, educational or capital needs that support children from prenatal through age 3.
- Individual grant requests may be submitted for up to \$50,000. A total of \$250,000 will be awarded. [Deadline to apply: September 11.](#)

Partners in Good Health

- **Ronald McDonald House of Northeast Ohio** visited MetroHealth's Main Campus and Outpatient Health Center (OPHC).
- **Giant Eagle, Inc.** visited the OPHC, Child Life Program and rehab spaces at our Old Brooklyn Campus.

People & Celebrations

- The Foundation is pleased to recognize **Justin Mistovich, MD**, as our newest Champion of Philanthropy. [Read his story.](#)
- We welcomed new MetroHealth Foundation Board members **Ann Aber**; **Luis Cartegena, CPA**; **Justin Mistovich, MD**; and **Candy Mori, PhD, RN, APRN**. [Read the announcement.](#)
- We welcomed the **Walter B. Jones, Jr. family** for the dedication of the **Walter B. Jones, Jr. Walkway**. The event also celebrated the **Walter B. Jones, Jr. Scholars Endowment**. [Watch the video.](#)
- We celebrated **Harry Hoyer, MD**, who was recently installed as the holder of the **Clyde L. Nash, Jr., MD Professorship in Orthopaedic Education**.



Ann Aber



Luis Cartegena,
CPA



Justin Mistovich,
MD



Candy Mori,
PhD, RN, APRN



Ronald McDonald House of
Northeast Ohio



Giant Eagle, Inc.



Walter B. Jones, Jr. Family



Harry Hoyer, MD

Nursing

- MetroHealth's four emergency departments earned the prestigious **ENA Lantern Award®** from the Emergency Nurses Association (ENA). The award recognizes emergency departments that demonstrate excellence and innovation in nursing leadership, clinical practice, education, advocacy and research. Only 126 emergency departments nationwide received the award in 2026.
- MetroHealth's Nursing Excellence team and Case Western Reserve University co-hosted **The University of Hong Kong's Advance Fellows** last month in efforts to exchange knowledge and practices regarding current and future global healthcare needs. The Advance Fellows shared information about healthcare innovations in Hong Kong and the challenges they see providing patient care in China.
- Congratulations to our recent DAISY Award recipients: **Zeina Abdul-Aal, RN**, and **Brooke Thompson, RN**. The DAISY Award is given internationally to recognize and celebrate nurses for the care and kindness they provide. Nurses are nominated by patients, families and co-workers.



Zeina Abdul-Aal, RN



Brooke Thompson, RN

Community Engagement



- MetroHealth community members gathered this month to celebrate the 50-year legacy of the **Kenneth W. Clement Center for Family Health Care**, the System's first comprehensive community health center. Opened in March 1976 on East 79th Street, the center established a lasting foundation for community-based care and MetroHealth's commitment to serving Cleveland's underserved neighborhoods.
- Participated in Cleveland's **Back to School Fest** with our School Health and Pharmacy teams connecting with students and families from across the community. The teams provided no-cost sports physicals and shared resources to help students start the school year healthy and ready to learn.
- Sponsored **OutRun Ovarian Cancer (OROC)** and supported its efforts to advance ovarian cancer awareness, research, and education across Northeast Ohio.
- MetroHealth's Emergency Medicine team presented the **Excellence in EMS Award** to the Brecksville Police Department and Brecksville Fire Department, recognizing their lifesaving response and teamwork in successfully resuscitating a patient experiencing sudden cardiac arrest.



Community Engagement



- Met with our partners at **Cuyahoga Community College** to discuss collaboration opportunities, including workforce development, education, and training initiatives that will benefit our community.
- Sponsored the 4th Annual **Dominican Cultural Festival of Cleveland**, celebrating Dominican heritage and culture while supporting efforts to promote diversity, cultural understanding, and community connection across Greater Cleveland.
- Sponsored **Taste of Tremont 2026**, connecting with thousands of attendees through our community information tent while our Events Medicine team helped support the festival.



Government Relations



- Showcased strategic facility investments and service enhancements during a visit with Parma City Councilwoman **Monica Wilson** at Parma Medical Center.
- Engaged with **U.S. Representative Shontel Brown**'s office during a Medicaid roundtable to discuss healthcare policy and patient access issues.
- Hosted an introductory meeting with Cleveland City Councilman **Austin Davis** to build relationships and identify opportunities for collaboration on community health priorities.
- Welcomed representatives from the **Ohio Attorney General's** Office for a tour of our Level I Trauma Center, showcasing the advanced care, specialized expertise, and critical resources that support patients across Northeast Ohio in their most urgent moments.



Communications



News Highlights

- [MetroHealth opens new Outpatient Health Center](#) – Spectrum News
- [A study found asthma improves after switching from a gas stove to electric](#) – CNET

MetroHealth Placements

- Dr. Daryl Thornton (Pulmonary) quoted in WKYC story, [“Northeast Ohio grapples with Canadian wildfire smoke as masks sell out”](#)
- Dr. Jeremiah Escajeda (Emergency Medicine) quoted in 19 News story, [“Air quality alert in Ohio due to wildfire smoke from Canada”](#)
- Both Drs. Melissa Jenkins (Infectious Disease) and Escajeda joined 19 News live on YouTube/Facebook and the newscast to discuss cyclospora and air quality

US News & World Report rankings

- U.S. News & World Report has once again ranked the MetroHealth Rehabilitation Institute among the nation’s best rehabilitation hospitals for the care of patients recovering from complex conditions such as stroke, traumatic brain injury and spinal cord injury. You can read the announcement [here](#).

Magnet designation

- MetroHealth mentioned in [Becker’s roundup](#) of hospitals who earned Magnet designation with distinction. We are the only hospital in Ohio to do so.



wkyc studios



Communications



Social Media

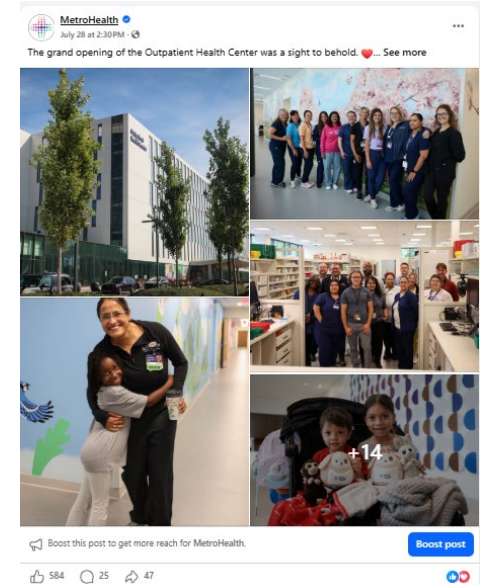
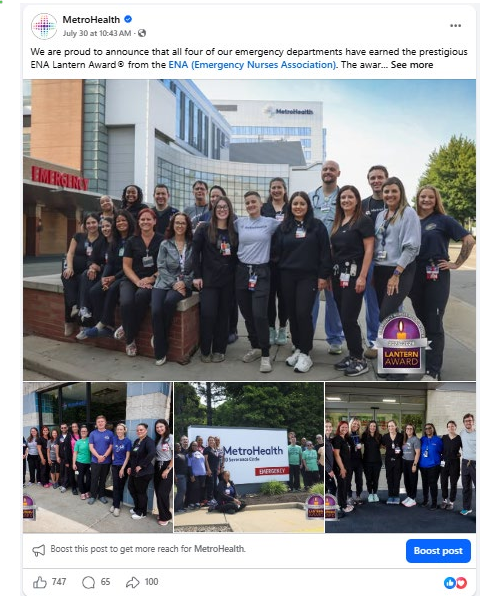
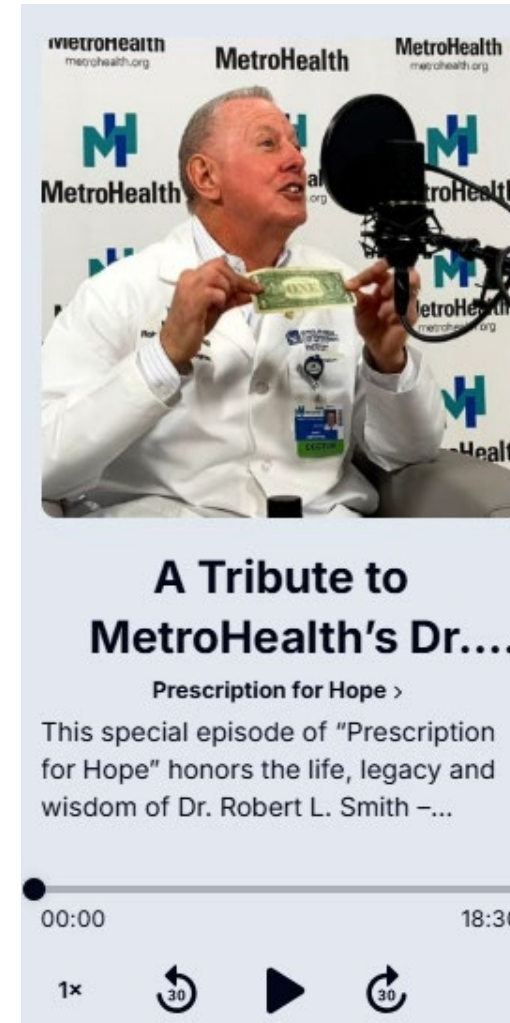
- 1M+ impressions generated during the month.
- ENA Lantern Award Facebook post led all content with 61K+ views.
- Outpatient Health Center opening content delivered a 24.3% engagement rate, compared to a 5% YTD average.
- Air Quality Alert posts were the month's most-shared content, generating 790 shares.
- MetroHealth secured 4 of the top 10 performing Facebook posts among local competitors: ENA Lantern Award, Fireworks Safety PSA, Air Quality Alert, and OHC Opening.

Podcasts: Prescription for Hope

- [A Tribute to MetroHealth's Dr. Bob: A Legacy of Healing and Compassion](#)
- ['The Pitt' was prepared: Are we?:](#) This podcast goes behind the scenes at MetroHealth's first system-wide mass casualty simulation, complete with actors, fake blood and lots hands-on learning. Listeners get to experience about 150 MetroHealth caregivers transform sudden chaos into a coordinated, life-saving response.

Internal Communications

- Outpatient Health Center opening, Walter Jones Jr. Walkway dedication, UKG timekeeping upgrades, leadership updates, annual compliance education and more



Marketing

Outpatient Health Center & 24/7 drive-thru pharmacy opening

Supported the successful launch of the OPHC and 24/7 drive-thru pharmacy with patient and community-facing communications, including a landing page and patient experience video showcasing the new facility and visitor experience.

24/7 Pharmacy Billboard (W25th)



Pharmacy Magnet



OPHC Patient Experience Video



OPHC Opening Day & Pharmacy Digital Monitors



Crain's [Thought Leader Report](#) and paid ad

MetroHealth Outpatient Health Center opens July 27

\$224.3 million facility ushers in a new era of care and convenience for Northeast Ohio

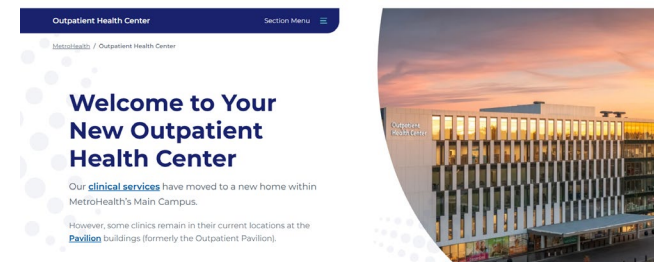
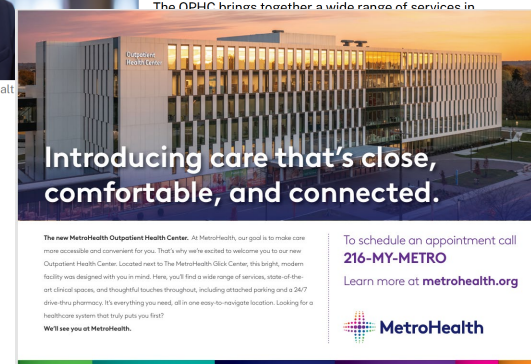
A major milestone in the transformation of MetroHealth's main campus is marked this month with the grand opening of the new Outpatient Health Center (OPHC). Spanning six stories and 307,000 square feet, the facility sets a new standard for convenience, coordination and patient experience.



Christine Alexander-Rager, M.D., MetroHealth

"The Outpatient Health Center is a bold step forward in our commitment to reimagine care," says MetroHealth President and CEO Christine Alexander-Rager, M.D. "It's designed to meet people where they are, with compassion, innovation and access."

The OPHC brings together a wide range of services in



OPHC Landing Page

Awards and Recognitions



- The MetroHealth System was recognized as one of the nation's leading academic medical centers, earning the No. 21 ranking in the [Lown Institute's](#) 2026 rankings. MetroHealth is the only academic medical center in Cleveland ranked among the nation's top 100 and one of just 95 nationwide to receive an "A" grade.
- The MetroHealth Rehabilitation Institute was again ranked among the nation's best rehabilitation hospitals by [U.S. News & World Report](#) for its care of patients recovering from complex conditions, including stroke, traumatic brain injury and spinal cord injury. MetroHealth was also recently rated High Performing by U.S. News for care related to chronic obstructive pulmonary disease (COPD), diabetes, heart arrhythmia, heart failure, kidney failure, lung cancer surgery, pacemaker implantation and pneumonia. In December, U.S. News also recognized MetroHealth as one of the best hospitals for maternity care.



Awards and Recognitions



- **Ronnie Fass, MD, MACG, MWGO**, was selected as a 2026 Master of the World Gastroenterology Organisation (WGO), the organization's highest honor, recognizing exceptional professional accomplishments, leadership and lasting contributions to gastroenterology.
- **Christina "Christy" Janus, MBA, RHIA**, Director of Health Information Management, was elected President of the Northern Ohio Healthcare Information and Management Systems Society (HIMSS) Chapter.
- **Natalie Joseph, MD, FACS**, began a one-year fellowship in the prestigious Hedwig van Ameringen Executive Leadership in Academic Medicine (ELAM®) program in June. The fellowship supports leadership development for faculty in medicine, dentistry, public health and pharmacy.
- **Ryan Mezinger, RPh, CPEL**, Senior Vice President and Chief Pharmacy Officer, was named to Becker's Hospital Review's 2026 list of "Hospital and Health System Chief Pharmacy Officers to Know."



Ronnie Fass, MD



Christina "Christy" Janus



Natalie Joseph, MD



Ryan Mezinger, RPh