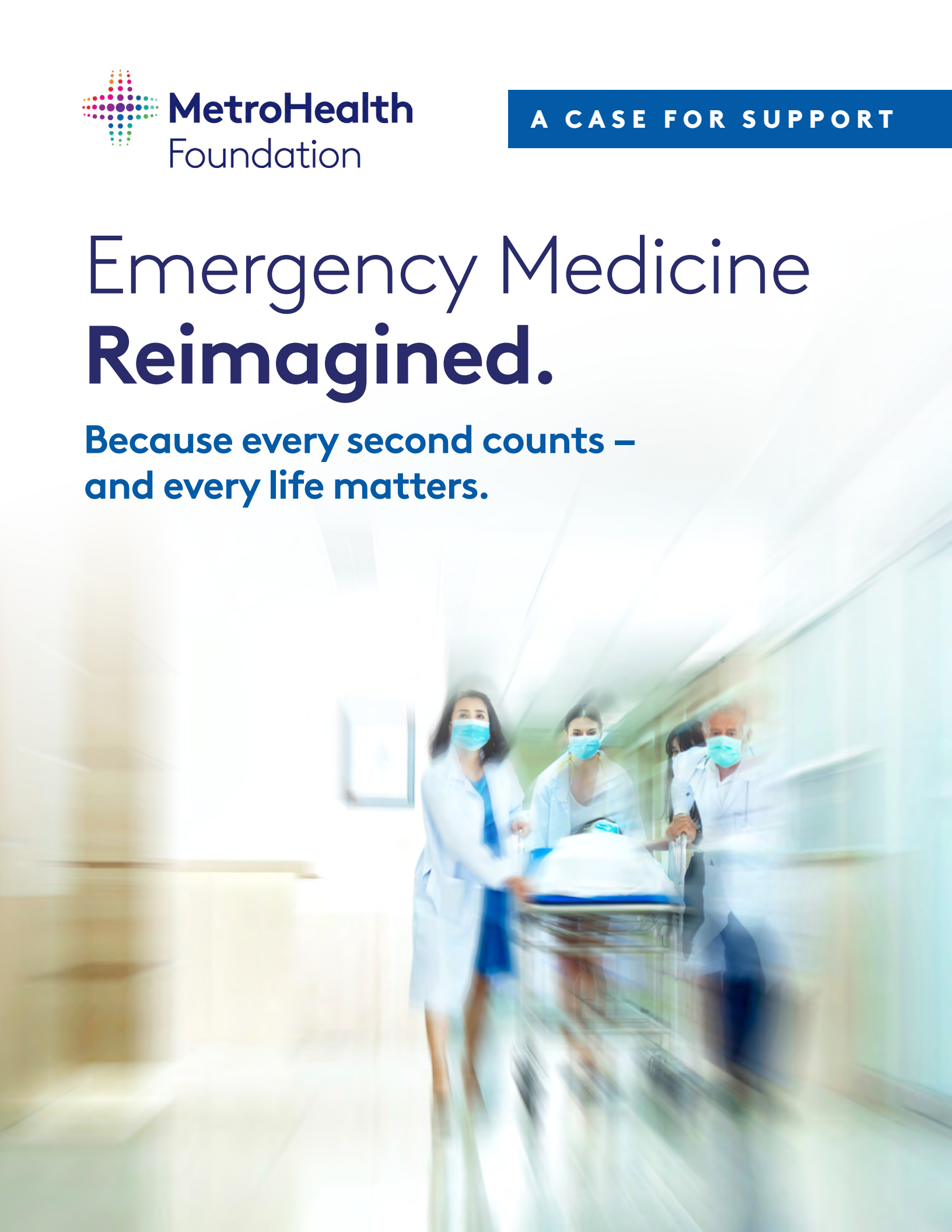


# Emergency Medicine Reimagined.

**Because every second counts –  
and every life matters.**



# Our Emergency Department **Delivers Excellence.**





## Now It Deserves a Space That Does, Too

MetroHealth's Main Campus Emergency Department (ED) is the region's most trusted source for life-saving care. Every day, our caregivers deliver unmatched expertise, compassion and resilience in the face of emergencies. But the physical space they work in hasn't kept pace with the excellence of their care. That's why we're undertaking a transformative renovation – to create an environment that reflects the quality, dignity and innovation of MetroHealth's emergency medicine.

**We're seeking philanthropic partners to help bring this vision to life. Your support will ensure that every patient receives care in a space that promotes healing and hope.**

“  
Time is spine. Every minute matters. MetroHealth gave me my life back.”



**TOM UHL**  
PATIENT AND SPINAL  
CORD INJURY SURVIVOR



## Since 1837,

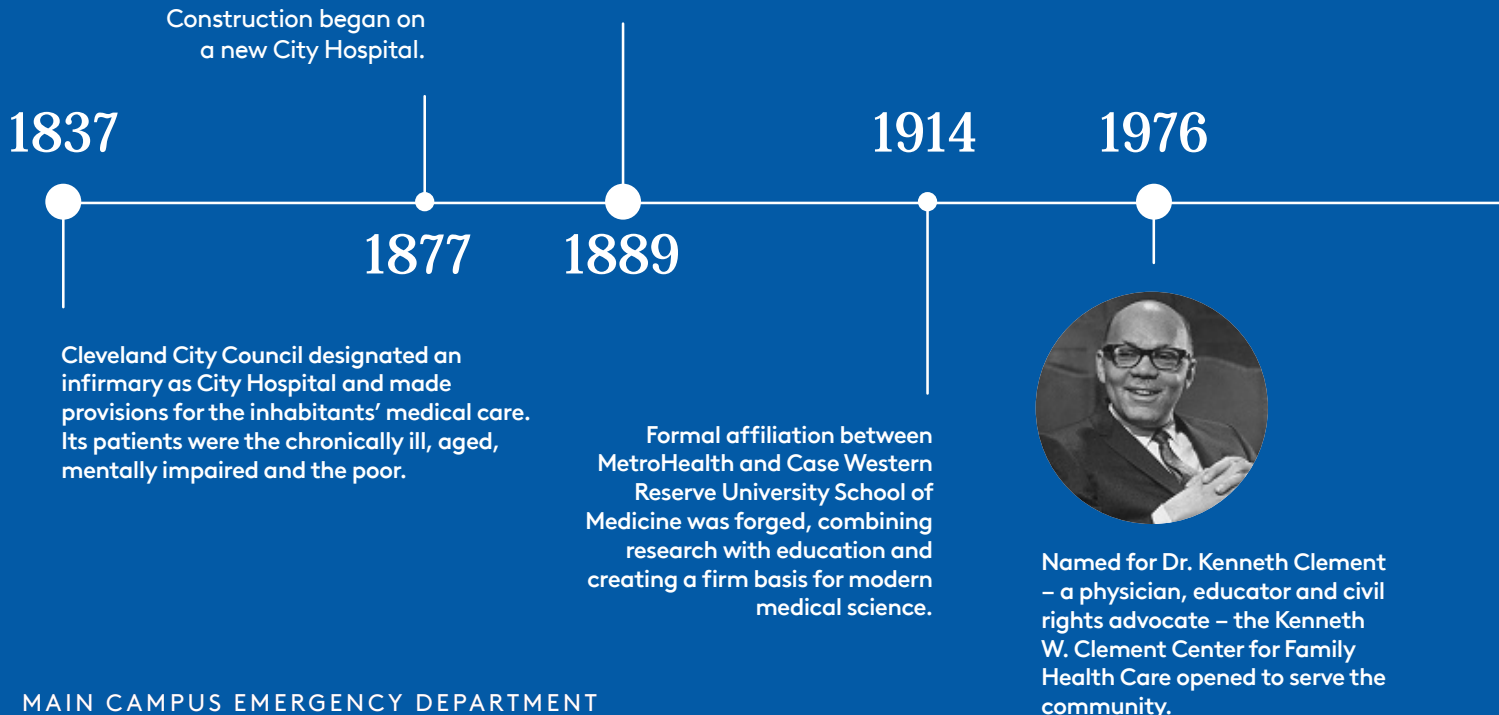
MetroHealth has cared for the most seriously ill among us. From its pioneering role as a center for the treatment of tuberculosis to its status as the third largest polio treatment center in the United States to its present-day standing as Cleveland's premier Level I Adult Trauma Center, MetroHealth has built its reputation on providing everyone with the healthcare they need.

The hundreds of services provided to 300,000 patients annually by over 700 physicians and more than 2,000 nurses include outstanding care for high-risk pregnancy, chronic disease, trauma, cardiac, burn and stroke patients. Our physicians, all on the faculty of the Case Western Reserve University School of Medicine, train hundreds of new doctors every year and conduct groundbreaking research into a long list of health issues, including irregular heartbeats, the causes of premature birth, novel cancer therapies and electrical stimulation to help the paralyzed move again.

# Caring for Our Community.



The City Hospital building on Scranton Road was replaced. It featured modern accommodations and mirrored the most recent advancements of medical science. City Hospital aspired to provide the most sophisticated care medicine could offer, a tradition that continues today.



# We're More Than a Hospital. We're a Lifeline.

## NORTHEAST OHIO'S HOME FOR HEALTH

Our passion is helping everyone find their healthy. But when crises happen, MetroHealth does not step back – we step forward to help.

## HEALTHCARE FOR ALL

As our community's safety-net hospital system, we treat everyone seeking our care. We take that care to where our patients are – inside schools, the homes of new mothers, homeless shelters, community centers and more. While many of our patients are uninsured or underinsured, MetroHealth remains rooted in our mission and energized by our purpose of helping all.

## MORE THAN TRADITIONAL MEDICINE

We know that being and staying healthy depends upon more than just seeing the doctor. That's why our healthcare also includes screening for essential health-related social needs such as access to food, safe housing and reliable transportation and connecting our patients to the resources they need to find their healthy.

## CARING FOR OUR COMMUNITY

Having an open-door policy is central to who we are. Charity care costs have exploded – doubling since 2022. While taxpayer support through the Cuyahoga County Health and Human Services Levy is greatly appreciated, it covers less than 2% of our budget, nowhere near the cost of the charity care we are providing.



The Cuyahoga County Hospital System became The MetroHealth System. Its new name was chosen to emphasize all the facilities, programs and services contained within one healthcare system.



The Glick Center ushered in a new era of care at MetroHealth with private rooms, advanced technology and a healing-focused design.

1989

2005

2022

2026

A ribbon-cutting ceremony marked the first phase of completion of MetroHealth Old Brooklyn Campus, formerly Deaconess Hospital. In 2013, it became the home of The MetroHealth Rehabilitation Institute.

MetroHealth will welcome its first patients to the new Outpatient Health Center in 2026, a major step forward in providing expanded services, cutting-edge technology and a healing environment designed for both patients and caregivers.



# Emergency Department Fast Facts

**80%** of hospital inpatients start their journey in the ED – it's truly the hospital's front door.



50–70 ambulances per day, including 25% of Cleveland EMS transports.

MOST EXPERIENCED  
**Level 1**

Trauma Center in  
Northeast Ohio –  
verified since 1992.

METRO  
LIFE FLIGHT



Nearly 79,000  
visits at Main Campus  
in 2024 - that's  
210+ patients daily,  
sometimes up to 250.

**9,000**  
trauma patients/year –  
high-volume trauma centers  
lead to better outcomes.

Over  
5,500 air  
and ground  
transports  
in 2024.

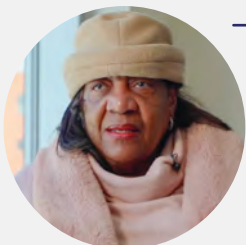


## THE MAIN CAMPUS ED IS:

- ✓ The front door for MetroHealth's renowned Level 1 Adult Trauma and Comprehensive Stroke Center, the Level 2 Pediatric Trauma Center, one of Ohio's two Comprehensive Burn Centers and Metro Life Flight.
- ✓ One of 53 EDs nationwide that have earned the prestigious Lantern Award from the Emergency Nurses Association, recognizing strong commitment to quality, safety and innovation in emergency care.
- ✓ A recipient of the 2024 American College of Cardiology's Platinum Achievement Award for the highest quality of care for heart attack patients.
- ✓ The trusted training ground for three Ohio medical schools, which send more than 100 students through the ED annually for internships and clerkships.

“

Thank you.  
You saved my  
life ... [you]  
gave me hope  
that someone  
really cares.”



LOIS TYSON  
METROHEALTH  
PATIENT

# When Every Second Counts MetroHealth Delivers

**The MetroHealth name is synonymous with first-rate emergency care,** making the Main Campus Emergency Department (ED) the best place you hope you never have to visit. It is relied upon by the community, and the care provided is often a matter of life or death. As Cleveland's premier trauma provider, the Main Campus ED sees it all, and our caregivers have a level of expertise and grit that isn't found anywhere else in town. They're who you want at your side when everything is at stake.

## Why Renovate the ED and Why Now?

While the Critical Care Pavilion was expanded in 2016, the physical space occupied by the ED hasn't been updated since it opened in 2004. And its age is showing. Since then, the healthcare landscape has changed dramatically:

- Patients are sicker and trauma care is significantly more complex.
- Technology has advanced, requiring different spaces for diagnostic and interventional equipment to support sophisticated treatments.
- Our patient volume continues to grow – about 3% year over year.

Only a major overhaul will allow us to meet these demands and continue delivering the highest level of emergency care. That's why we're undertaking this important renovation, funded by state capital dollars, system investment and philanthropy. It's part of MetroHealth's broader campus transformation, which includes The Glick Center and the new Outpatient Health Center.

Renovations to our Main Campus ED are long overdue. They will offer our patients and loved ones the surroundings they need to begin the healing process. And the renovations will reflect the superior skills of our ED staff, providing the setting, space and resources they need to continue delivering the best emergency care in Greater Cleveland.

## THE VISION FOR THE RENOVATED MAIN CAMPUS ED INCLUDES PROVIDING:

### A more welcoming and efficient space for patients, families and staff

- ✓ A reconfigured front entrance will reduce congestion and improve access.
- ✓ The waiting room will be upgraded to ensure the comfort of patients and their loved ones. It will include refreshments, TVs and a nearby financial counselor.
- ✓ Family rooms will offer private, light-filled spaces for confidential conversations.
- ✓ Patient rooms will be renovated to feel more therapeutic and adaptable to diverse needs – whether it's a child, an older adult or someone with mobility challenges.
- ✓ An expanded Behavioral Health unit will include an intake area and dedicated spaces for adolescents.

### Improved flow means a better experience for patients and their loved ones

To improve patient flow and reduce wait times, the ED renovations will facilitate the modern split-flow care model by creating segregated areas for critical and lower acuity care needs. A dedicated “fast-track” area for patients with less complex needs will allow for rapid assessment, treatment and discharge, streamlining – without compromising – care.

### Spaces to support caregivers

Centralized workstations with glass partitions will allow for privacy and focus, while maintaining visibility. Offices for nurse managers and quick-break rooms will help staff recharge during long shifts.

# Emergency Medicine Reimagined

We're redesigning the Main Campus ED to provide an elevated experience for patients during their most critical health moments. The design phase is underway, with construction expected to begin in 2026. Work will be phased to ensure the ED remains fully operational throughout. The renovations will:



Improve clinical workflows



Reduce door-to-doctor times and enhance patient experience



Manage increasing volumes with greater efficiency



Enhance safety and energy efficiency





“

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Your generosity can help us transform the very front door of MetroHealth. Our Main Campus Emergency Department is where lives are saved and care begins for tens of thousands of patients each year. Your investment can bring us closer to creating a space that reflects the excellence of our clinical care – a space that supports healing, dignity and the humanity of every person who walks through our doors.”

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**CHARLES EMERMAN MD, FAAEM,**  
CHAIR OF EMERGENCY MEDICINE



## Time is Spine

*Emergency Surgery Keeps Homeowner Walking After DIY Disaster*

One August afternoon, retiree Tom Uhl was installing gutter guards when his ladder suddenly slipped, slamming him into a brick windowsill and leaving him unable to move. A mail carrier spotted him and called 911.

Paramedics rushed Tom to MetroHealth Medical Center, the region's most experienced Level 1 Adult Trauma Center. He had suffered a severe spinal cord injury (SCI), and time was critical. Nationally, spine decompression surgery averages 26 hours post-injury. At MetroHealth, it's just 12. Tom was in surgery within seven hours.

Led by orthopaedic surgeon Dr. Tim Moore, the team relieved pressure on Tom's spinal cord, giving him a chance at recovery. Though his prognosis was uncertain, Tom was determined. He spent six weeks in the MetroHealth Rehabilitation Institute, receiving intensive SCI-specific therapy.

By October, Tom was walking with a walker. A year later, he was driving, walking three miles a day, lifting weights and doing yard work. While some fine motor skills remain challenging, Tom is deeply grateful for the emergency and rehabilitative care that gave him back his independence.

“  
Thanks to MetroHealth,  
I'm living the retirement  
I imagined – active, mobile  
and full of purpose.”

**TOM UHL**  
PATIENT AND SPINAL  
CORD INJURY SURVIVOR



# How You Can Help

**Renovating the Main Campus ED will strengthen the premier emergency care that is already provided by this key regional asset.** It will also improve efficiency and enhance the experience for Northeast Ohio patients, like Lois and Tom, and their loved ones in the throes of an emergency. In doing so, MetroHealth continues to support a national model for emergency medicine and an ideal environment for training the best and brightest caregivers.

## Our Goal: \$4 Million

**With a fundraising goal of \$4 million, this ambitious project will only be possible through partnership.**

The Samuel H. Miller Foundation has generously pledged \$3 million to help bring this vision to life, but we need more partners and champions to help us realize it.

### **Your philanthropic investment will:**

Create a space that reflects the excellence and compassion of MetroHealth

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Support healing, dignity and hope for every patient

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Ensure MetroHealth is ready for any emergency, at any time

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***Emergencies can happen to anyone.  
Let's make sure MetroHealth is ready –  
for all of us.***



## For Our Community. For All of Us.

Emergencies can affect anyone – neighbors, friends, loved ones. MetroHealth is here for all of us. With your help, we'll ensure our Main Campus Emergency Department is ready to meet every moment with compassion and excellence.



Scan this code with your  
phone's camera to support  
**MetroHealth** or go to  
[metrohealth.org/Donate](https://metrohealth.org/Donate)

### CONTACT US

Office of Strategic Philanthropy  
phone: 216.778.5665  
fax: 216.778.3600  
email: [MHFoundation@metrohealth.org](mailto:MHFoundation@metrohealth.org)  
web: [metrohealth.org/foundation](https://metrohealth.org/foundation)

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