

**THE METROHEALTH SYSTEM  
REPORT OF THE PRESIDENT AND CEO  
TO THE BOARD OF TRUSTEES  
REGULAR MEETING OF June 23, 2021**

**Executive**

- MetroHealth has partnered with the Downtown Cleveland Alliance to celebrate Juneteenth, commemorating the end of slavery in the United States. The MetroHealth Cleveland Juneteenth Freedom Fest will be held from noon to 10:00 pm on Mall C in downtown Cleveland.
- MetroHealth has been accepted as an institutional member of the National Center for Regenerative Medicine, a leader in cellular manufacturing and regenerative medicine.
- MetroHealth and University Hospitals Rainbow Babies & Children's are working together to enhance the strong foundation of care at MetroHealth with the nation expertise of UH Rainbow. The agreement focuses on expanding acute inpatient pediatric services and an array of pediatric specialty care.
- The KeyBank Foundation has made a three-year, \$1.5 million grant that will support programming and staff for the new MetroHealth Economic Opportunity Center in the Via Sana building, slated to open in 2022 on West 25<sup>th</sup> Street at Sackett Avenue.
- The MetroHealth Family Dentistry will open next month, the ribbon cutting ceremony is scheduled for June 30<sup>th</sup>. The Clinic is located at 3701 Lorain Avenue.

**CHIEF OF STAFF**

***Correctional Medicine***

- COVID vaccination efforts are underway with 90% of the Jail population having been offered the vaccine. There are approximately 400 people in the Jail that are fully vaccinated.

***Behavioral Health Hospital***

- Site construction began in May, continues to be on pace
- Relationship with Cleveland State University established to provide training experiences for psychology students

***Department of Public Safety***

- Two Bravery Awards were recently issued by our Command Staff to pediatric patients who have shown incredible bravery during their time at MetroHealth.
- There were five (5) Narcan administrations by our officers in May, resulting five lives being saved. Year to date officers administering Narcan has helped save 13 people.

***Facilities Management***

- Facilities Management has kicked off the Ambulatory Enabling projects approved by the BOT.
- Bedford's major HVAC upgrade project is wrapped up Phase II and commenced Phase III on June 21.
- There are now three new handicap accessible picnic tables in the courtyard for staff and visitors to enjoy lunch outdoors. Five more larger picnic tables will soon be placed in Quad Park.

***Community & Government Relations***

- HB 222 continues to move through the Ohio Senate and has passed unopposed out of committee. Senate vote expected before end of June.
- MetroHealth has finished six weeks of vaccinations in the parking lot of Third Federal Savings in Slavic Village. Vaccination Clinics continue at Shaw High School once every three weeks and we completed our first vaccination clinic at Monticello Middle School in Cleveland Heights.

**CHIEF FINANCIAL OFFICER**

- Geoff Himes, Vice President of Finance was recently appointed Chair of the Finance Committee for the Ohio Hospital Association, a two-year appointment. While representing MetroHealth at Finance Committee Meetings, Mr. Himes will also chair the meetings, assist in crafting the agenda, and driving

the discussion around important finance topics for Ohio hospitals and health systems, in particular Medicaid funding and supplemental programs.

- Donna Graham, VP of Revenue Cycle, participated in the Health Leaders Revenue Cycle Exchange to discuss pricing transparency, collaboration with payers, and intelligent automation as catalysts to enhance the patient experience through self-service portals.
- Donna Graham spoke at a regional Healthcare Financial Management Association (HFMA) conference, as well as many virtual round tables with leaders across the country, regarding healthcare in the future, best practices, Rapid Process Automation (RPA), Cognitive Machine Learning, and incorporating social determinates as methods to remove the complexities of patients' healthcare financial journey.

#### ***Financial Planning & Analysis (FPA) and Enterprise Data Analytics (DORA)***

- Enterprise Data Analytics team is hosting a bi-weekly Lunch and Learn series where widely used features of Tableau are demonstrated. The sessions are recorded and available on the Tableau Community of Practice (TCoP) website for interested parties. The Lunch and Learns have been well attended and well received by many throughout the organization.
- Enterprise Data Analytics team continues to improve business intelligence development processes leveraging an Agile (Lean based) approach and cloud-based development tools. Improvements in time to value, quality of information and development process efficiencies through automation and other improvements are ongoing.

#### ***Internal Audit***

- Internal Audit continues to identify intelligent automation opportunities. Audit reports now include process automation recommendations for management consideration, which may create efficiencies, mitigate risk or address both categories. To date, thirteen automation opportunities have been identified and presented to management during the 2021 reporting process.

#### ***Information Services (IS)***

- Information Services and Informatics successfully upgraded the Epic EMR system to the November 2020 version. This upgrade included several enhancements to the MyChart patient portal, professional billing, hospital billing, printing, and many clinical workflows.
- Dave Fiser, Vice President and Chief Information Officer was a panelist on the C-Vision International Security Digital Transformation Council virtual Chief Information Security Officer (CISO) round table. Topics included cyber security's role in enterprise business activities and organizations' ability to successfully manage cyber risk.

#### ***Supply Chain***

- The data analytics team implemented dashboards, which allow supply chain leadership to make data-driven, strategic decisions for procuring goods and services for the System. The dashboards provide insight to all aspects of supply chain, including contract expirations, purchase order and receiving volumes, and item returns.
- Global supply chain constraints as a residual effect of the pandemic have been a challenge for hospital supply chains across the country. MHS supply chain continues to proactively work with the clinical teams and our distribution partner to identify clinically equivalent substitute items and implement auto-substitution processes within our systems that will assist with minimizing disruption of supply.
- Justin Gallo, Vice President of Supply Chain, was appointed to the board of HealthComp, Inc., an affiliate of The Center for Health Affairs. The HealthComp Board of Directors oversees The Center's business affiliates: CHAMPS Group Purchasing, CHAMPS Oncology and The Essentials Group.

### ***Intelligent Automation***

- Process owners throughout MetroHealth have been engaged to identify intelligent automation opportunities. To date, leaders from fifteen functional areas have provided over 100 processes, for which intelligent automation could increase organizational efficiency and expand capabilities.
- Intelligent automation opportunities will be assessed for feasibility, complexity, and impact in order to prioritize them for implementation. Governance is being established to ensure organizational alignment of automation priorities.
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### **CHIEF OPERATING OFFICER & CHIEF CLINICAL OFFICER**

- We are pleased to announce the appointment of Dr. Luis Etienne Tollinche as our new Chair, Department of Anesthesiology. Luis will be joining us in August. Dr. Tollinche is currently a Clinical Member, equivalent to Professor, at Memorial Sloan Kettering Cancer Center and an Attending Anesthesiologist, Memorial Hospital for Cancer and Allied Diseases, New York, NY. Importantly, we would like to recognize Dr. Tejbir Sidhu for his many years of outstanding service to MetroHealth and our patients. Sid has developed and led a department of highly competent and clinically exceptional anesthesiologists, certified registered nurse anesthetists and certified anesthesiologist assistants.

### ***Capacity Command Center and Patient Flow***

- An Open House was held on June 3rd to celebrate the completion of the expanded physical space for the Capacity Command Center.
- As a part of the expanded space staff from EVS and Logistics have been co-located. Planning to add additional departments is in progress with the goal to increase the team in June and July.

### ***Dining Services***

- Served over 30,000 meals to patients across the system.
- Partnered with HR to add “Healthy Habits” cafeteria items to the list of programs eligible for MetroHealthy points.

### ***Emergency Services***

- A grant was developed and is being provided to the first underrepresented minority medical student \$2,000 scholarship to rotate at MetroHealth in Fall 2021.

### ***Environmental Services, Logistics, and Textile Care***

- Successfully implemented the new employee daily parking rate program to align costs with usage.
- Began phase 1 rollout of a new recycling program systemwide in collaboration with Sustainability team.

### ***Emergency Preparedness***

- As The MetroHealth System and the entire country move from the response to the recovery phase, a system-wide COVID-19 pandemic after-action workshop was conducted to better understand Incident Command decision-making including adaptive operational changes to protect staff, patients and, the communities that MetroHealth serves.

### ***Pathology***

- The pathology department has implemented digital imaging (whole slide scanning). Digital or whole slide imaging converts a physical, glass slide of patient tissue into a digital file, which allows sharing of the image across space and time. This facilitates consultations, education, and interdisciplinary tumor board discussions and sets the stage for the application of advanced image analytics.

### ***Pharmacy***

- Inpatient Pharmacy services have collaborated with MetroHealth nurses to provide the COVID vaccine for hospitalized inpatients. Since program launch on May 3rd over 100 patients have benefited from this convenient service.
- MetroHealth Specialty Pharmacy has obtained access to Biogen's Limited Drug Distribution (LDD) network giving us access to the multiple sclerosis drug, Tecfidera.

### ***Radiology***

- West 150 Breast Center annual MQSA survey completed with 100% compliance.
- The Mobile Mammography coached screened nearly 500 women in the first 5 months of the year through our partnership with Discount Drug mart.

### ***Cancer Care Service Line***

- The MetroHealth System has partnered with The Gathering Place to provide a convenient resource to cancer survivors and patients.
- The Cancer Center has launched a new Survivorship Clinic focused on providing bridging care and on-going coordination for Cancer Survivors.

### ***Dental Medicine***

- The MetroHealth Department of Dentistry has been selected to receive the 2021 Ohio Dental Association's Access to Dental Care Program Award. The award recognizes programs in Ohio that provide increased access to Dentistry for Ohioans in underserved areas through free or reduced fee dental care.

### ***Geriatrics/Senior Health***

- The Prentiss Center officially closed its doors and the last patient was discharged on 5/26.
- Transition of Geri out of Adult Health and Wellness into a new Senior Health SL under Dr. Chehade.
- Successful completion of ECHO Grant – COVID Training over 300 Ohio Nursing Homes.

### ***Neuro-Musculoskeletal Service Line***

- Victoria Whitehair, MD, Director of Brain Injury Rehabilitation was awarded a Case Western Reserve University (CWRU) Clinical and Translational Sciences Collaborative (CTSC) Pilot grant entitled, "Changes in plasma acetylated – tau during recovery from mild traumatic brain injury (TBI)."
- Dr. Chong Kim, MD will be trialing a micro-implantable pulse generator in patients with hopes of achieving long-term pain relief without Opioid medications.

### ***Specialty Care Service Line***

- MetroHealth was awarded the 2021 Platinum Performance Achievement Award from the American College of Cardiology for our Chest Pain and Myocardial Infarction Registry. This award looks at quality metrics for ST Elevated Myocardial Infarctions as well as Non-ST Elevated Myocardial Infarctions.

### ***Surgery Service Line***

- The OR will be upgrading to the most advanced robotic surgery platform.
- The new Bariatric Surgery Seminar video developed by the Weight Management Center has been recognized nationally at the 42nd Annual Telly Awards, earning a coveted Bronze Award.

### ***Trauma, Critical Care, Burns Service Line***

- On May 22 and 23 we held our 5th annual Resiliency Run, virtually this year, honoring trauma survivors. We had close to 200 participants and raised over \$4,500 for Trauma and Burn survivors. The event continues to grow each year and has been a huge success.

### ***Office of Patient Experience***

#### ***Patient-Centered Care***

- A new program kicked off to update wayfinding at the Old Brooklyn Campus. This will create easier paths of travel for patients and visitors going to the MetroHealth Rehabilitation Institute, PM&R, The Red Carpet Program and the Research Institute - to name a few.

### **ETHICS AND COMPLIANCE**

- Managing notification to patients and patient inquiries regarding privacy breach caused by CaptureRx, a MetroHealth business associate
- Co-hosting quarterly Compliance Professionals of Greater Cleveland with the Business Ethics Leadership Alliance, “Driving Innovation with Data, Analytics and Automation”

### **CHIEF NURSING OFFICER**

- BEE Award
    - Nurse Senate has implemented a new recognition award. The “BEE Award” stands for “Being Exceptional Every day” and will be given out quarterly, with the desire to increase frequency. It was created to honor and celebrate the compassion and care that all MetroHealth staff bring to the workplace every day.
    - Nominations can be an individual or group/team. Nominations will be reviewed for demonstration of:
      - Passion or compassion
      - Teamwork
      - Support for peers
      - Providing a good example to others
      - Respect
      - Love, or enthusiasm for job.
- The first BEE Award was presented to Child Life and Education during Nurses Week.

### **CHIEF DIVERSITY & HUMAN RESOURCES OFFICER**

- EAP hosted several presentations during the month of May with internal and external partners to increase awareness of mental health programs and support services in the community and MH
- As part of our continuous ID&E commitment, rolled out *Toxic Film* to clinical teams as part of First Year Cleveland’s initiative to increase awareness on how biases impact infant mortality
- Launched STNA training program for 8 Lincoln West Science & Health students

### **PRESIDENT OF THE METROHEALTH FOUNDATION**

- Former faculty member, Robert Weiss, MD has made a generous gift to the MetroHealth – Cleveland Heights Behavioral Health Center. Dr. Weiss was a member of MetroHealth’s Department of Psychiatry for many years.
- The Nurse Family Partnership (NFP) National Services Office has made a grant of over \$15,000 to support the continued efforts of NFP.

- The MetroHealth Foundation Board of Directors held its annual meeting on Thursday, May 27 and approved the following officers:
  - Gareth Vaughan, President and CEO, The Albert M. Higley Company – Chair
  - Akram Boutros, MD, President and CEO, The MetroHealth System – CEO
  - Kate Brown, Chief Development Officer, The MetroHealth System - President
  - Miguel de Gracia, CEO, Root Candles – Vice Chair, Audit Committee
  - Jon Groza, Partner, Kohrman, Jackson and Krantz – Co-Vice Chair, Governance Committee
  - Lee Ann Howard, CEO, Howard & O’Brien – Vice Chair, Nominating and Board Development Committee
  - Jennifer Hurd, Senior Vice President and Local Market President for Ohio, Bank of America
  - Rob Soroka, Senior Vice President, Fifth Third Bank
  - Michelle Wood, Operations Director, MetroHealth Foundation and System Philanthropy - COO
  - Alan Zang, President, US Bank Northeast Ohio – Co-Vice Chair, Governance Committee

### **NEWS STORIES**

MetroHealth’s non-traditional vaccination effort at Third Federal highlighted in national PBS News Hour story: [This Cleveland barbershop will give you a haircut, and a COVID-19 vaccine | PBS NewsHour](#)

MetroHealth’s Tracey Kosunick and Amy Lengyel featured in Fox 8 story, “Family of Brecksville boy hit while riding bike shares his recovery”

<https://fox8.com/news/family-of-brecksville-boy-hit-while-riding-bike-shares-his-recovery/>