

Airica Steed, Ed.D, MBA, RN, CSSMBB, FACHE, IASSC

President and CEO, The MetroHealth System

Clinical Professor, Frances Payne Bolton School of Nursing at Case Western Reserve University

February 2024

Report to the Board of Trustees

Trustees,

Earlier this month, I had the tremendous honor of standing shoulder to shoulder with our partners from the Cleveland Metropolitan School District and the City of Cleveland as we cut the ribbon on the MetroHealth School Health Program's new in-school clinic at Glenville High School.

This new space, along with two other brand-new in-school clinics (inside Mound Elementary and Clara E. Westropp Elementary), are just the latest examples of the School Health Program's stunning decade-long growth from a single clinic inside a single school into a nationally recognized model that provides comprehensive care to thousands of students, families and staff at in-school clinics and mobile units serving 15 Cleveland schools. And that's not counting the School Health Program's additional clinics and services in other districts and schools in our region.

The School Health Program is just one piece of our overall effort and strategy to bring care and services deep into our communities, directly to where our patients live, work, play and learn.

Partnerships are essential to our vision of building the health and the wealth of our community. We cannot do this alone. Our partnership with CMSD has been especially powerful and effective. In addition to the School Health Program, which celebrates its 10th birthday this year, this partnership led to the creation of the Lincoln-West School of Science & Health, the nation's only high school inside of a hospital and a national model that we are eager to help replicate across our region, our state and our nation. LWSSH is allowing our neighborhood's young adults to see themselves in successful careers in healthcare and beyond. When our young people can see it, *they can be it*.

Another exciting partnership we are nurturing is our collaboration with Cleveland State University. Late last month, MetroHealth began operating the CSU Clinic inside the university's College of Health on Euclid Avenue. Inside this clinic, MetroHealth caregivers are treating university students, faculty and staff for minor illnesses and injuries that don't require a visit to the Emergency Department. The team is also providing COVID-19 testing, immunizations, routine health screenings, pregnancy tests and much more. The CSU Clinic is a win-win-win: Members of our community get easier access to excellent care; the university can provide more services to its students, faculty and staff; and MetroHealth takes another step in our mission toward health equity.

I want to thank those Trustees, staff members and friends of MetroHealth who were among the thousands of folks who attended, live-streamed, watched or listened to my fireside chat with veteran TV journalist Danita Harris at The City Club of Cleveland on February 9. The response has been unanimously and overwhelmingly positive. It is striking and clear how much our community stands behind MetroHealth and supports our mission, our vision and



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our essential role in this community. I want to express my deep thanks to The City Club's staff, especially CEO Dan Moulthrop, for making my first appearance so flawless and comfortable.

I would like to remind the Board to mark your calendars for Saturday, April 27, for the annual MetroHealth Men's Health Fair, which will take place at two convenient locations: our Cleveland Heights Medical Center and at Tri-C's Metropolitan Campus. This annual event, along with our other health fairs and expos, are a vital tool in our effort to bring care beyond our four walls and into the community, building trust, expanding access and helping achieve health equity.

Speaking of health equity, I am truly honored to welcome two extraordinary new leaders who will play a crucial role in our efforts to eradicate health disparities:

- **Connie Moreland, MD, MMSc, FACOG**, is our new Vice President of Medical Diversity and Inclusion. She is an experienced OB-GYN, healthcare executive and advocate for the underserved. Dr. Moreland will help us deepen the diversity in our provider community as well as our residency and fellowship programs. That includes helping us recruit, retain and mentor underrepresented minorities in medicine and serving as a trusted resource for all matters related to equity, inclusion and diversity in MetroHealth's provider community.
- **Wendy Ellis Jones, Ed.D.**, is MetroHealth's new Executive Director, Health Equity Sponsorship, Engagement & Partnership, and will oversee events and collaborations that create opportunities to support the system and our health equity efforts.

I also have some exciting news from The MetroHealth Foundation: the creation of the Health Equity CLE Fund, which will provide philanthropic resources to support MetroHealth caregivers and researchers as they expand access to care, increase trust in our community, improve our understanding of the causes (and the solutions) of health injustice, and ultimately improve the well-being of all Clevelanders by eradicating health disparities. Donors who support the Health Equity CLE Fund are true Health Equity Champions. They share our relentless drive toward longer lives, healthier lives and better lives for everyone in our community.

I am also pleased to share the work continues at the MetroHealth Parma Medical Center with the renovation and expansion of key clinical spaces on the third and fourth floors. In late January, the Internal Medicine team joined the Medical Specialty Clinics in a freshly renovated space on the third floor. And a few weeks prior, we welcomed patients to a new fourth-floor space occupied by caregivers from our Pediatrics, OB-GYN and WIC teams. One of our top priorities as a System is improving maternal-infant health in Cuyahoga County, and the new fourth-floor space is designed to help us do just that. The fourth floor includes exam rooms, treatment rooms, diagnostic space and a large ultrasound room for our Maternal-Fetal Medicine team. These upgrades at Parma are part of our ongoing Ambulatory Enabling Project, which is designed to expand access, especially for specialty services, in our outpatient clinics.



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In short, the momentum we generated in 2023 – where we met or exceeded all our goals despite significant headwinds – continues in 2024. As you will see in the attached report, our future is extremely bright. The MetroWAY Forward Financial & Operational Transformation will help ensure MetroHealth continues to fulfill its mission and promise to the community.

As we approach the end of February, I also want to reflect on Black History Month. I am proud to report that MetroHealth planned the biggest Black History celebration in its history with programming and events all month long. The annual February observance gives all of us – no matter the color of our skin – an opportunity to take some time to recognize, celebrate and be inspired by the gifts Black Americans have given to our community, our nation and our world. And this month, we shined a light on many of the Black Americans who have given so much to MetroHealth and our community.

Lastly, I want to take this opportunity to voice my strong support to the LGBT community, who are some of our most at-risk and victimized individuals in our nation. MetroHealth's caregivers, led by our Pride Clinic, have long provided unwavering support, warm kindness and exceptional, appropriate care to these individuals, literally transforming their lives. The passage of House Bill 68 – which limits gender-affirming care for minors and bars trans youths from participating in sports –and the subsequent overriding of the governor's veto have traumatized these individuals and have sparked legitimate fear among our caregivers. Please know that our support has not wavered. We will do everything we legally can to support our patients and our caregivers. We believe that qualified, accredited medical professionals are best equipped to partner with patients and their families to make medical decisions.

I am grateful for your partnership, counsel and support. Most of all, I am grateful for your commitment and devotion to MetroHealth, our patients and our community.

Sincerely,

Airica Steed, Ed.D, RN, MBA, FACHE

President & CEO

The MetroHealth System



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MetroHealth



Report to the Board of Trustees

Airica Steed, Ed.D, RN, MBA, FACHE

President & CEO

February 2024

Our Six Strategic Pillars



People-First Culture

We must put our people at the center of all we do. Without our people, there is no mission – there is no MetroHealth. We must celebrate, support and empower the talented caregivers who choose to work here.

Clinical & Academic Excellence

We will deliver care that results in the best possible outcomes for everyone in the community. Our quality of care will be reflected in our grades and rankings from national ratings agencies. We will embrace and build upon our role as an academic research and teaching institution.

Health Equity

We will ensure everyone has equal access to good health care. No one's life should be cut short because of the color of their skin, their ZIP code, their gender, sexual orientation, the language they speak or any other demographic used to make people feel "less than."

Community Engagement & Impact

We will engage with those we serve through listening tours, the development of a Community Advisory Council and other means. We will ensure all segments of our community have a voice and are partners in our work.

Innovation

We will invest in the future of health care by designing and testing new models of care and service delivery.

Accelerating Growth

We will continue to test, shape and expand our services as we collaborate strategically with others in the community. We are collaborators and partnering with others is the fastest way to success.

FEBRUARY SCORECARD



2024 System Goal Domains



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

Our six goal domains flow from our strategic pillars. They are designed to position MetroHealth for meaningful success and ultimately lift the health and wealth of the communities we serve.

FEBRUARY '24 HIGHLIGHTS



2024 System Goal Domains

Financial

- Total January 2024 EBIDA was \$6 million, and improved \$620K over prior year
- Total Operating Revenue was on Target & improved 12.3% or \$17.3 million compared to prior year. Growth highlights include:
 - OP Visits +6.4%
 - ED Visits +16.3%
 - Surgical Cases +9.8%
 - Rx's Filled +17.7%
- Average Length of Stay was reduced 10% compared to January 2023

Strategy & Growth

- Strong Q4 Share of Care performance created a year-end total of 53.1%, establishing the baseline for 2024 Goal

Quality, Service & Experience

- Patient Experience composite score increased 8% in 2023
- Our HCAHPS alone increased 11% in 2023.
- January ended with 1.04 harms per 1,000 inpatient days which is 17% better than 2023 baseline

People-First Strategy

- New Employee orientation returned to on-site
- Diverse Nurse EBRG Networking Event 60+ diverse nurses in attendance
- 275 offers accepted through the first six weeks of 2024
- New Career page went live.
- First Unconscious Bias Session launched
- Tri-C.MH Access Center added new Spring offering, Ethics in Healthcare
- Y.O.U Partnership secured funding to sponsor five high school student interns at MH Internship Program

Clinical Transformation, Community & Health Equity

- New Epic dashboard developed with all ambulatory quality goals.
- Continue to conduct site specific provider education for the Assessment of conditions

Research & Teaching

- 5 grant submissions
- 2023 Blue Ridge rankings released February 24

Goal: Achieving 2024 Adjusted EBIDA Target

The Measure: EBIDA – Earnings Before Interest, Depreciation and Amortization – is an important measure of an organization’s financial health.

Why It Matters: As an institution, we are committed to ensuring our caregivers have the resources and support they need to provide the highest level of care to our community.

To do so, we are focused on:

- We have launched the MetroWAY Forward Financial and Operational Transformation to drive more than \$150 million in combined cost improvements and revenue enhancements, including the continuation of our 10-point financial plan.
- More targeted approaches to hiring.
- Reducing expenses with travel and outside vendors.
- Contract/premium labor focused efforts.
- Targeted program growth.
- Driving efficiencies and improvements in length of stay, clinical documentation and our pharmacy capture rate.

Goal Sponsor
Derrick Hollings
Olusegun Ishmael, MD

YTD Adjusted Earnings Before Interest, Depreciation and Amortization (EBIDA)*



YTD Actual: \$6.2 million
YTD Target: \$6.7 million
Variance: (\$0.5) million

Annual Goal Target: \$140 million

**YTD as of January 31, 2024*

Goal: Improving Share of Care

The Measure: *Share of Care* is a revenue-based measurement designed to gauge customer loyalty. It is a calculation that reflects the total spend of a patient on their healthcare services at a particular institution.

Why It Matters: Our goal is to ensure our patients receive as much of their care as possible at MetroHealth. Ensuring this continuity of care will lead to better health outcomes for the individuals we serve.

To do so, we are:





- Leveraging the MetroWay Forward Initiatives (KPMG)
- Access and Referral Management

Goal Sponsors
 Nabil Chehade, MD
 William Lewis, MD

	Share of Care	Incremental Change	Domestic Revenue *	Revenue Change
Baseline	53.1%	0.0%	\$1,132k	\$0
Minimum	53.33%	+0.25%	\$1,137k	+\$5.3M
Target	53.83%	+0.75%	\$1,148k	+\$16.0M
Maximum	54.33%	+1.25%	\$1,159k	+\$26.7M

*Domestic revenue does not reflect adjustments for 2024 inflation

Legend

-  Off track; adjustments needed
-  Generally on track; adjustments needed
-  On track
-  Exceeding goals, approaching stretch



Goal: Elimination of Patient Harm

The Measure: Patient harm is defined as any preventable condition that occurs as a result of medical care or in a healthcare setting. This composite score covers 18 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.

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.

To achieve this goal, we are:

- Focusing on each individual harm and identifying opportunities for improvement.
- Continuing transparency and monitoring of the goal utilizing real-time updates with the Patient Safety Score on the MIV.
- Supporting the MetroWAY *Forward* with education on the required mindsets, behaviors and actions required to support this people-first strategy.

Goal Sponsor
Joseph Golob, MD

2023 Year-End Baseline	2024 Target Goal	YTD 2024
1.25	1.19	1.04

Legend

-  Off track; adjustments needed
-  Generally on track; adjustments needed
-  On track
-  Exceeding goals, approaching stretch





Goal: Improving the Patient Experience

The Measure: Our Patient Experience score is a composite of all 10 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.

To achieve this goal, we are:

- Continuing to educate both inpatient and outpatient areas on service excellence and recovery.
 - Closing disparity gaps noticed in our patient experience scores.
 - Educating patient experience best practices with training aimed at our provider enterprise.
 - Concentrating on areas of improvement while introducing sustainment practices.
- Please note, due to the nature of the metrics, patient experience scores are 1.5 months behind in reporting therefore we just closed December 2023.

2023 Year-End Baseline	2024 Target Goal
2.95	3.10 Improvement

Goal Sponsor
Joseph Golob, MD



Legend

- Off track; adjustments needed
- Generally on track; adjustments needed
- On track
- Exceeding goals, approaching stretch

Goal: Improving Employee Engagement

The Measure: In 2023, 77% of our caregivers responded to our Employee Engagement Survey – far above our initial target and exceeding our max goal. According to our vendor, Perceptyx, survey participation rates in the healthcare industry are typically 70%.

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.

To achieve this goal, we are:





- Driving efforts to build foundation for increased survey participation.
- 600+ leaders on 2023 Engagement Data, Perceptyx Survey Platform and Survey Interpretation
- 2023 Survey Results shared with all leaders and cascaded down to their teams

2023 Year-End Baseline	2024 Target Goal	YTD 2024
71%	77%	Not Available

Goal Sponsor
Dalph Watson, JD



Legend

-  Off track; adjustments needed
-  Generally on track; adjustments needed
-  On track
-  Exceeding goals, approaching stretch



Goal: Addressing Infant and Maternal Health

The Measure: We measure our progress in this area by tracking three key metrics – **timeliness of prenatal care, postpartum care visit rates** and the **percentage of children attending a well-child visit** in their first 15 months.

In reporting our overall progress, we take into consideration our efforts to close the **care and equity gap** and weight our results appropriately.

Why It Matters: As part of our efforts to build healthier – and more equitable communities – one of our primary focuses is on infant and maternal health. Cuyahoga County has one of the highest rates of maternal and infant mortality in the country, especially for Black women and babies. One way we are trying to eliminate these disparities is by making it easier for patients to access care.

What is Happening:

- Developing a new video visit option for patient “no shows.”
- Implemented a new nursing video visit with OB patients to educate and establish care.

Measures	2023 Baseline	2023 Disparity (P Value)	Year-End Target	2024 Disparity (P Value)	YTD 2024
Timeliness of Prenatal Care	81%	0.03	79%	0.14	80%
Postpartum Care Visit	79%	<0.0001	79%	0.38	79%
Well-child Visits in First 15 Months	56%	<0.0001	57%	0.15	53%
YTD Progress Composite					8

Goal Sponsors
 Charles Modlin, MD
 Nabil Chehade, MD



Legend

- Off track; adjustments needed
- Generally on track; adjustments needed
- On track
- Exceeding goals, approaching stretch



Goal: Improved Ambulatory Quality Value-Based Care Metrics

The Measure: As part of our commitment to elevating the level of care we provide, we are tracking 14 key ambulatory metrics that cover a variety of services and quality measures.

Measures	Baseline	Target	Max	YTD 2024	Met Baseline	Target or Better
Diabetes: HbA1c	31%	30%	29%	78%	✗	✗
Cervical Cancer Screening	58%	59%	60%	63%	+	+
Breast Cancer Screening	68%	69%	70%	69%	+	+
Colorectal Cancer Screening	52%	53%	54%	48%	✗	✗
Diabetic Eye Exam	39%	40%	41%	37%	✗	✗
Controlling Hypertension	69%	70%	71%	52%	✗	✗
Kidney Health Evaluation	15%	20%	25%	8%	✗	✗
Clinical Depression & Follow Up	56%	57%	58%	28%	✗	✗
IET Alcohol & Other Drug Dependence	7%	8%	9%	4%	✗	✗
ADHD Medication and Follow Up	38%	39%	40%	52%	+	+
Pediatric Immunizations	34%	35%	36%	22%	✗	✗
Pediatric Lead Screening	76%	77%	78%	75%	✗	✗
Completion of Medicare Wellness	12500	13000	13500	941	✗	✗
Improving Assessment of Conditions	73%	74%	75%	52%	✗	✗
To achieve our target in this area, 9 of the 14 metrics must meet baseline and 7 of the metrics must achieve target performance or better.					3/9	3/7

Goal Sponsors
 Nabil Chehade, MD
 Joseph Golob, MD

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.

Legend

- Off track; adjustments needed
- Generally on track; adjustments needed
- On track
- Exceeding goals, approaching stretch





Goal: Completion of Medicare Wellness Visits

The Measure: This measure shows the number of patients who had a completed Medicare Wellness Visit in the calendar year.

Why It Matters: Medicare Wellness visits are intended to focus on a patient's total well-being and not a specific condition. Providers are able to learn more about patients and to identify and prevent problems from occurring later.

Areas typically evaluated in a Medicare Wellness Visit include:

- Evaluation of fall risk
- Measure height, weight and blood pressure
- Offer referrals to other preventative services
- Advance care planning
- Screening for dementia and depression
- Update medical and family histories

What is Happening:

- Developing new workflows to complete required Health Risk Assessment question (26 questions) prior to the patient visit. This improves efficiencies to add the Medicare Wellness visit to follow-up appointments.
- Initiating a new video visit type for Medicare Wellness in 2024.
- Exchanging the neurologic screening to a more robust one that could be administered via MyChart by the patient prior to the Wellness visit.



Goal Sponsors

Nabil Chehade, MD

Joseph Golob, MD

Goal: Increasing Grant Application Submissions

The Measure: This measure tracks the number of applications our caregivers submit to public and private sources for funding to support research, education and training programs.

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.

2023 Baseline	Year-End Target	YTD 2024
70*	75	5




Academic Spotlight:

- 2023 Blue Ridge released: PM&R ranked #2 in the nation in NIH funding
 - **Kevin Kilgore, PhD:** #2 in the nation among PM&R faculty
 - **P. Hunter Peckham, PhD:** #6 in the nation among PM&R faculty
- MetroHealth PubMed Publications:
 - 2023: 551
 - 2022: 546
 - 2021: 529



Goal Sponsors
John Chae, MD

Legend

 Off track; adjustments needed  Generally on track; adjustments needed  On track  Exceeding goals, approaching stretch



System News and Accomplishments



MetroHealth

Sights Around the System

We'd like to extend our sincerest thanks to all who attended or tuned in for last month's sold-out **City Club of Cleveland** forum with MetroHealth President & CEO **Airica Steed, Ed.D, RN, MBA, FACHE**.

During a discussion with award-winning journalist Danita Harris, Dr. Steed highlighted our focus on building a People-First Culture and the resilience of MetroHealth's nearly 9,000 caregivers as we overcame significant headwinds. She also touched on the importance of young people in our community's future – and MetroHealth's role in helping cultivate that talent. And, of course, she reinforced MetroHealth's commitment to advancing health equity and eradicating health disparities.

"We're purpose-driven and mission-driven and unapologetically bold in our fight for equity. That is what keeps me up every night and gets me up every morning," Dr. Steed told the audience.

A recording of the discussion can be viewed by [clicking here](#).



Sights Around the System

As part of MetroHealth's ongoing mission to take high-quality healthcare beyond the hospital and into the community, the [School Health Program](#) (SHP) and the [Cleveland Metropolitan School District](#) (CMSD) are opening three new in-school Wellness Centers at Mound Elementary School, Glenville High School and Clara E Westropp Elementary School.

The opening of Mound Wellness Center, Glenville Wellness Center and Clara E Westropp Wellness Center coincides with the 10-year anniversary of the collaboration between MetroHealth SHP and CMSD to provide school-based healthcare services. A ribbon cutting ceremony took place at Glenville High School on February 14.

Through the American Rescue Plan Act of 2021, nearly \$4.5 million was awarded to MetroHealth's School Health Program in the spring of 2022 to renovate and expand these wellness centers and add new healthcare services throughout the District. Construction and capital expense management is coordinated with the Ohio Departments of Education and Health. Additional funds are being made available through the Governor's Emergency Education Relief Fund.



Black History Month

The annual February observance gives all of us – no matter the color of our skin – an opportunity to take some time to recognize, celebrate and be inspired by the gifts Black Americans have given to our community, our nation and our world.

MetroHealth planned the biggest Black History celebration in our history, with programming and events all month long. This year's theme is "Health Equity: The Fierce Urgency of NOW!" Activities included:

- Health talks with MetroHealth caregivers
- A fireside chat with Dr. Steed
- Health equity panel and poster presentation with Lincoln-West students
- Lincoln-West oratory contest
- Diverse Nurse EBRG Networking Event
- Launched a new series on the MIV and social media Moments in Black History – where we shared stories of figures and milestones from the organizations' history



Black History Month

As part of our Black History Month celebration, students from the [Lincoln-West School of Science & Health](#) – the only high school inside a hospital in the nation – presented posters explaining how health inequities affect the communities around them. Dr. Steed joined them for a lively discussion on their findings, their goals and how they hope to make the world a better place.

In addition, MetroHealth's [Diverse Nurse Employee Business Resource Group](#) hosted a special networking event. MetroHealth's nurses represent and reflect the communities we serve. As a health system deeply committed to advancing health equity and ultimately eradicating health disparities, it is so important we continuously strive to reflect the communities we serve



- In honor of American Heart Month, the [American Heart Association](#) has donated 100 CPR Anywhere Kits to MetroHealth for use in the community. This gift was made possible by [George Sullivan](#), CEO of EquityTrust and a member of the MetroHealth Foundation Board of Directors. Sullivan serves on the board of the American Heart Association Greater Cleveland chapter along with MetroHealth Chief Health Equity Officer Charles Modlin, MD.
- [The E. Harry Walker, MD, Preceptorship in Community Health](#) has officially been fully funded, thanks to a major gift from [Robert Bahler, MD](#).
- The [Ohio Department of Health](#) awarded \$1,087,982 for continued support of the School Health Program's expanded sites.
- Foundation latest newsletter distributed via mail and web to more than 5,000 donors. Read the Spring 2024 newsletter here: [Publications | The MetroHealth System](#)
- Upcoming events include Interfaith Clergy Open House on Thursday, February 22 and donor introduction and tour of the MetroHealth Rehabilitation Institute on Wednesday, March 13.



“When our neighbors and community members know more about their own health and life-saving interventions, that is another step toward achieving health equity for all. We are grateful to the American Heart Association for this generous gift.”
Airica Steed, Ed.D, RN, MBA, FACHE

Media Highlights

- [MetroHealth CEO redesigned exec pay in 1st year](#) – Becker’s Hospital Review
- [Community-Oriented Healthcare Can Promote Change](#) – Psychology Today
- [MetroHealth CEO Airica Steed reflects on changes in her 1st year](#) – Cleveland.com
- [MetroHealth opens health clinic on Cleveland State University campus](#) – Cleveland.com
- [MetroHealth to operate Cleveland State University's on-campus clinic](#) – Crain’s Cleveland
- [The inclusion problem at the heart of rehabilitation research](#) – STAT News
- [MetroHealth offers free pregnancy testing; here’s how to get yours](#) – Cleveland.com
- [Northeast Ohio colleges continue to produce nurses, but state shortage remains](#) – ideastream
- [CMSD, MetroHealth open three in-school clinics](#) – 19 News
- [MetroHealth, CMSD open clinics for students, staff](#) – ideastream

Press Releases

- [MetroHealth Appoints Joseph Greiner Chief of Public Safety](#)
- [MetroHealth Partners with CMSD to Open Three In-School Clinics](#)
- [MetroHealth, Cleveland State Partner to Expand Healthcare Access](#)

Cleveland Metropolitan School District, MetroHealth open 3 school wellness clinics



Cleveland Metropolitan School District, MetroHealth open 3 school wellness clinics (Source: CMSD)

By Maddi Hebebrand

Published: Feb. 15, 2024 at 10:12 PM EST

MetroHealth to operate Cleveland State's on-campus clinic

PAIGE BENNETT

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Cleveland State University
MetroHealth caregivers will treat minor illnesses and injuries that do not require a visit to the emergency department at the university's CSU Clinic as part of the partnership.

FIRST OPINION

After 20 years in rehabilitation research, my young daughter's traumatic brain injury transformed my mind and my career

By James Sulzer Jan. 24, 2024



James Sulzer with his daughter Lindsay Sulzer

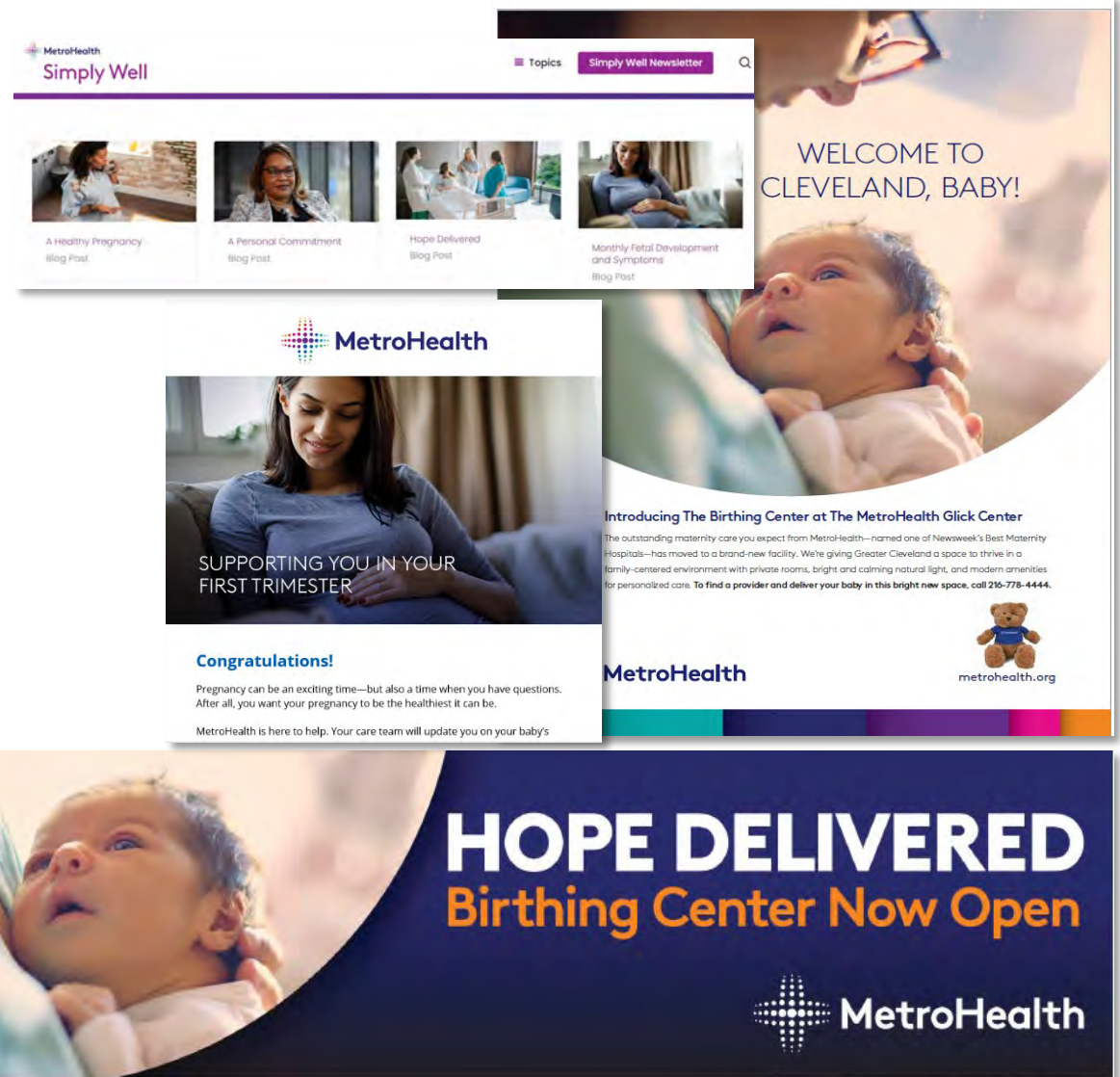
MetroHealth's new Birthing Center and NICU recently celebrated its 1st birthday. In its first year, we welcomed **2,711 babies** in our state-of-the-art space and our NICU cared for **544 babies**.

To celebrate the occasion:

- **Donald "Chip" Wiper, MD**, appeared on [WKYC's Good Company](#) on January 25
- Published a [special blog](#) on Simply Well in honor of the anniversary
- Continued promotion in targeted OB-GYN patient email outreach
- Paid search engine marketing
- Social media promotion

Some highlights from the first year:

- First-time C-section rates at an impressively low 18%.
- For individuals interested in having a vaginal birth after C-section (VBAC) with another child, we had an overall 80% success rate with 100% VBAC rates in 2023.
- 85% of induced labors resulted in vaginal deliveries.
- Preterm birth rate of 14%, down from 16% the previous year.
- Cared for 308 women with severe hypertension emergencies.
- 1,464 women pushed for less than an hour.



Simply Well

Topics **Simply Well Newsletter**

WELCOME TO CLEVELAND, BABY!

Introducing The Birthing Center at The MetroHealth Glick Center

The outstanding maternity care you expect from MetroHealth—named one of Newsweek's Best Maternity Hospitals—has moved to a brand-new facility. We're giving Greater Cleveland a space to thrive in a family-centered environment with private rooms, bright and calming natural light, and modern amenities for personalized care. To find a provider and deliver your baby in this bright new space, call 216-778-4444.

MetroHealth

HOPE DELIVERED
Birthing Center Now Open

MetroHealth

Spotlight on New Leaders



Connie Moreland, MD, MMSc, FACOG, Vice President, Medical Diversity & Education: In this role, Dr. Moreland will help us deepen the diversity in our provider community as well as our residency and fellowship programs. That includes helping us recruit, retain and mentor underrepresented minorities in medicine and serving as a trusted resource for all matters related to equity, inclusion and diversity in MetroHealth's provider community. Dr. Moreland – an experienced OB-GYN and healthcare executive – joins us from Sinai Chicago where in her many roles she improved access, built responsive care teams and overcame obstacles to build a better health system.

Joseph Greiner, Director and Chief of Public Safety: Chief Greiner has more than 25 years of experience in law enforcement and will play a leading role in ensuring MetroHealth is the safest possible environment for its nearly 9,000 employees and the individuals they serve. He joins MetroHealth from the Cuyahoga County Sheriff's Department where he most recently served as Chief Deputy Sheriff. He also served as interim sheriff for the county on two occasions, having been appointed by two County Executives and County Council. He previously held posts with the Lorain County Sheriff and Medina Township Police Department.

Wendy Ellis Jones, Ed.D, Executive Director, Health Equity Sponsorship, Engagement & Partnership: In this role, Dr. Jones will oversee events and collaborations that create opportunities to support the system and our health equity efforts. Previous positions include Director of Athletic Development at University of Arkansas-Little Rock and Executive Vice President at Honey Shine | Alonzo Mourning Foundation.



Connie Moreland, MD



Joseph Greiner



Wendy Ellis Jones, Ed.D

Awards, Recognition & Other News

- **Kathleen "Kathy" Kerber, MSN, APRN-CNS, ACNS-BC, CCRN**, has been honored with the DAISY Lifetime Achievement Award, which recognizes nurses who have devoted their life's work to the compassionate care for others. Kathy has been a clinical nurse specialist at MetroHealth for 37 years.
- As part of the **People Division's** efforts to improve the recruitment and onboarding experience for MetroHealth's newest caregivers, New Employee Orientation recently returned to Main Campus for the first time since the onset of the COVID-19 pandemic. On February 5, we welcomed about 60 new hires at Main Campus for a day of learning through engaging presentations and team building.
- **Rev. Debra Dove**, Manager of Spiritual Care, is a recipient of a Busch Caregiver Award. The recognition acknowledges end-of-life caregivers, healthcare volunteers, safety heroes, and others who selflessly provide care in Northeast Ohio. According to the award nomination, Rev. Dove has "been doing an incredible providing support and care to parents who have recently lost an infant. She listens attentively to their needs and goes above and beyond to ensure that they receive the emotional and financial support they need during one of the most difficult times of their lives."
- **Society for Obstetric Anesthesia and Perinatology (SOAP)** has named MetroHealth a Center of Excellence. The goal of the SOAP Centers of Excellence is to recognize institutions and programs that demonstrate excellent obstetric anesthesia care.



Kathy Kerber



Rev. Debra Dove (center)