We live our mission every day.
University Hospitals has been recognized by the American Hospital Association as the top hospital in the nation for its leadership and innovation in quality.

Scan the QR Code to the left or visit UHhospitals.org/missionquality to see how a focus on quality can enhance outcomes and improve a hospital’s overall performance.

To Heal. To Teach. To Discover.

CENTER FOR GERIATRIC MEDICINE

American Hospital Association – McKesson
Quest for Quality Prize®
Hospitals in Pursuit of Excellence
FROM THE CENTER DIRECTOR

Dear Colleague:

Delivering on our mission – To Heal. To Teach. To Discover. – inspires our ongoing commitment to train the next generation of physician-scientists and advance clinical research and new treatment protocols.

University Hospitals Case Medical Center is building upon a legacy of innovation that began nearly 150 years ago and continues today through its Center for Geriatric Medicine.

This spirit of innovation and medical discovery is demonstrated today in a number of programs and initiatives that are helping forge medicine’s future:

- Expansion of the UH Medical House Calls Program, which provides primary health care services to homebound adults so that they can avoid unnecessary emergency room visits.
- Through the Comprehensive Geriatric Assessment program, our staff evaluates individual patient needs and concerns so that patients and caregivers can better manage their care.
- The recruitment of Stefan Gravenstein, MD, MPH, CMD, AGSF, FACP, Associate Director for Research, Center for Geriatric Medicine, UH Quality Center, UH Case Medical Center, Geriatric Medicine Consultation Service, Professor, Department of Medicine, Case Western Reserve University School of Medicine, emphasizes University Hospitals’ commitment to quality and reinforces our work in the field of care transitions.
- The launch of The Harrington Project for Discovery & Development, a $250 million investment in drug discovery and commercialization that aligns a not-for-profit entity, Harrington Discovery Institute at University Hospitals Case Medical Center, with a for-profit company, BioMotiv.

These and other UH Case Medical Center advances are poised to benefit the lives of geriatric patients for generations to come.

We look forward to seeing you at the American Geriatric Society’s Annual Meeting in May.

Peter DeGolia, MD, CMD
Director, Center for Geriatric Medicine
UH Case Medical Center
Jack H. Medalie Professor in Home-Centered Health Care
Professor, Department of Family Medicine and Community Health
Case Western Reserve University School of Medicine

The Center for Geriatric Medicine at UH Case Medical Center is a transdisciplinary center marshaling resources to meet the growing demand of our community for improved care of the older adult. The center is a collaborative program sponsored by the Departments of Family Medicine, Internal Medicine and Nursing and is devoted to the health, well-being and special care of older adults. These three departments work closely together, ensuring that the center’s innovative programming extends from UH Case Medical Center to system community hospitals and community agencies. As a result, the center is a nationally recognized exemplar of hospital-, community- and home-based geriatric care.

GERIATRIC MEDICINE

Denise Brown, MSN, APRN, delivers care to 106-year-old patient Alberta Murray at her home.
Among the nation’s leading academic medical centers, University Hospitals Case Medical Center is the primary affiliate of Case Western Reserve University School of Medicine.

With more than 1,000 registered beds, UH Case Medical Center provides primary, specialty and subspecialty medical and surgical care. Located in the heart of Cleveland’s University Circle on a beautiful 35-acre campus, UH Case Medical Center includes general medical, surgical and intensive care units as well as three major hospitals:

- University Hospitals
- Seidman Cancer Center
- University Hospitals
- MacDonald Women’s Hospital
- University Hospitals
- Rainbow Babies & Children’s Hospital

Our physicians and researchers – who also serve as faculty at Case Western Reserve University School of Medicine – are leaders in their respective fields, and their ongoing clinical research programs push the boundaries of medical progress. Our strong emphasis on translational research and personalized medicine means newly developed treatments transfer more rapidly from the research stage to life-enhancing patient care.

The School of Medicine is among the leading recipients of National Institutes of Health (NIH) awards and ranks in the top 25 among U.S. research-oriented medical schools as designated by U.S. News & World Report.

This unified dedication to clinical research and education has played a major role in building UH Case Medical Center’s rich legacy of landmark medical innovation, and continues to this day. Coupled with a commitment to implementing the latest therapies and technologically advanced hospitals and community facilities, UH Case Medical Center offers a depth of care and scope of services unmatched by any other medical center in Ohio.
The Center for Geriatric Medicine at UH Case Medical Center meets the ambulatory, hospital, home-based and skilled-nursing needs of older patients. The center offers comprehensive programs to assist patients and involves health professionals from a variety of other disciplines, including nursing, social sciences, dentistry, public health, environmental sciences and education. The Center for Geriatric Medicine helps to meet the needs of its patients through the following services:

- Palliative care
- The Foley ElderHealth Geriatric Assessment Program
- The Skilled Nursing Center
- The University Hospitals Medical House Calls Program
- The Primary Care Clinic
- Acute Care for the Elderly (ACE)
- Program of All-inclusive Care of the Elderly (PACE)
- Geriatric psychiatry services

To contact the center directly, email Geriatrics@UHhospitals.org.
LEADERS IN THE FIELD

Peter DeGolia, MD, CMD, is Director, Center for Geriatric Medicine at UH Case Medical Center, and Medical Director, the Hanna House Rehabilitation and Skilled Nursing Center, the A.M. McGregor Group, and the McGregor PACE Center for Senior Independence. A nationally recognized expert in senior care, he was named to Cleveland Magazine's “Best Doctors” list in 2011. He is also a Professor at Case Western Reserve University School of Medicine, recipient of the Case Western Reserve University Jack H. Medalie Chair in Home-Centered Health Care, a Board Member of the McGregor Foundation and a Trustee-at-Large of the Western Reserve Area Agency on Aging.

The Center for Geriatric Medicine Advisory Council is directed by Fred Rothstein, MD, President and Chief Executive Officer, UH Case Medical Center, Clinical Professor, Department of Pediatrics, Case Western Reserve University School of Medicine. The council includes Dr. DeGolia; George Kikano, MD, Chairman, Department of Family Medicine and Community Health; Chairman, Department of Family Medicine, Dorothy Jones Weatherhead Professor and Vice Dean for Community Health and Family Medicine, Case Western Reserve University School of Medicine; Richard Walsh, MD, FACC, FACP, Chairman of the Department of Medicine, University Hospitals, Physician-in-Chief, UH Case Medical Center; FAHA; John H. Hord Professor, Case Western Reserve University School of Medicine; Catherine Koppelman, RN, Chief Nursing Officer; UH Case Medical Center; Robin Rowell, MSN, RN, CNP, Vice President, Institute and Medical-Surgical Clinical Operations, University Hospitals; and Lori Lozier, LISW-S, LNHA, CHPCA, Administrator, Hanna House, and Director, Geriatrics, Palliative Care and Post Acute Care Services, UH Case Medical Center.

Team-based care is a major part of both geriatric medicine and palliative care. Physicians, nurses and social workers form the foundation of UH Geriatric Medicine and Palliative Care teams within our system. The Geriatric Medicine program integrates advanced practice nurses and social workers into the care of older adults and patients with serious illness.
The Center for Geriatric Medicine at UH Case Medical Center is one of only six medical centers in the United States to participate in the Medicare Innovations Collaborative (MED-IC), a program to develop and apply best practices in geriatric medicine. MED-IC, formed in 2007 and funded by The Atlantic Philanthropies, has the goal of improving access to, and effectiveness of, geriatric care in the United States. Through MED-IC, UH Case Medical Center shares innovative programming, develops model senior care services and provides expertise to other health care providers that want to develop programs in senior care.

The Center for Geriatric Medicine provides comprehensive care through these model programs:

- **The Acute Care for the Elderly (ACE) program** is a multidisciplinary team approach to senior care that was developed at UH Case Medical Center to ensure high-quality, coordinated care for older patients. The ACE team comprises a gerontologic clinical nurse specialist, a geriatrician, a social worker, a pharmacist, a rehabilitation therapist, a dietitian and a floor nurse. The center has facilitated the launch of ACE programs at three UH community hospitals: University Hospitals Bedford and Richmond Medical Centers, campuses of UH Regional Hospitals, and UH Case Medical Center.
- **The UH Medical House Calls Program** provides primary health care services to homebound adults who cannot otherwise access regular medical care. The program has doubled in size and now serves more than 400 homebound seniors. In many instances the program offers a lifeline to frail and vulnerable elders. Led by Swee Ng, MD, Peter DeGolia, MD, CMD, and Denise Brown, MSN, APRN, two teams of physicians and nurse practitioners provide access to primary care to avoid unnecessary emergency room visits and hospitalizations. The UH Medical House Calls Program works collaboratively with other UH departments as well as community health service agencies to manage the care of vulnerable homebound seniors in our community.
- **Comprehensive Geriatric Assessment** is an in-depth evaluation and review of the older adult focusing on geriatric syndromes, functional disabilities and the impact of medications on the health and well-being of the senior. This is a long-standing, highly valued program in which community physicians and older adults and their caregivers can obtain expert advice and care regarding the assessment of problems unique to seniors. Patients and caregivers work with a geriatrician, a geriatric nurse and a geriatric social worker to comprehensively evaluate individual needs and concerns. Patients receive a full explanation of prescribed medications and how they affect the body, what to expect during diagnostic or treatment procedures, and the results of tests, so that the patient and family can make informed decisions about care and treatment.
- **Palliative Care** is an active and growing program that began in 2008 with 200 consultations and now provides more than 600 a year. The program focuses on supporting seriously ill patients along with their families. Led by Medical Director Beth McLaughlin, MD, Senior Clinical Instructor, Case Western Reserve University School of Medicine, the UH Case Medical Center Palliative Care Consultation Service provides management of pain and other symptoms of suffering, such as air hunger, severe nausea and constipation. Palliative Care eases stress and suffering during a hospitalization by facilitating communication about care needs and goals. Beneficial at any stage of an illness, it complements treatments that are meant to cure the patient. The service is now available at UH Seidman Cancer Center and is expanding to community hospitals. A dedicated 12-bed palliative unit will open at UH Case Medical Center in spring 2013.
- **Skilled- and Long-term Care Nursing Facility Collaboration**. The Center for Geriatric Medicine works closely with the Hanna House skilled-nursing facility and several area nursing facilities to provide short- and long-term skilled medical care. The model of care emphasizes a collaborative partnership between geriatrician and gerontologic nurse practitioner.
- **Care Transitions** improves communication between UH facilities and community nursing home staff as well as community physicians. Its goal is to improve patient transfers between institutions and home and to reduce readmissions. The Center for Geriatric Medicine has developed rapid-access programs at UH Case Medical Center, UH Bedford Medical Center, UH Richmond Medical Center and area nursing facilities to reduce dependence on emergency rooms while providing better care and service to patients and the community. The program is being implemented at other area nursing facilities.
- **Geriatricians and gerontologic nurse practitioners** from the Center for Geriatric Medicine provide comprehensive primary care to participants of the McGregor PACE program in Cleveland. This partnership with the A.M. McGregor Group and Senior Independence is an important home- and community-based program. It is a medical home for frail elders, designed to keep nursing home-eligible seniors out of nursing homes and help them continue to live interdependently in the community. It provides comprehensive medical, nursing, social services and rehabilitative care. UH is the contracted health system provider for all medical services of McGregor PACE.
- **Nurses Improving Care for Health System Elders (NICHE)** is a national senior care initiative to improve the care of older hospitalized adults by training nurses to become geriatric resource specialists. Through the outstanding efforts of Catherine Roscoe-Herbert, CNS, APRN, DNP, the Center for Geriatric Medicine has introduced NICHE to UH community hospitals – UH Bedford Medical Center, UH Richmond Medical Center, University Hospitals Geauga Medical Center and St. John Medical Center – as well as to community nursing facilities and UH Home Care Agency. UH is a national leader in extending NICHE to institutions and agencies caring for older adults outside the hospital setting. Through its participation in this program, UH Case Medical Center has dramatically increased geriatric resource specialists at UH Case Medical Center and six area hospitals, and several nursing facilities are now NICHE partners, signifying the center's national leadership in the initiative. Roscoe-Herbert also serves as coordinator of senior services and is a Geriatric Nursing Leadership Academy Fellow of the Sigma Theta Tau International Honor Society of Nursing.
As one of the nation’s leading academic medical centers, UH Case Medical Center is committed to advancing the field of medicine through a passionate commitment to training tomorrow’s clinicians.

In its teaching role, UH Case Medical Center helps provide medical education in a wide variety of forums through Case Western Reserve University School of Medicine, one of the nation’s leading medical schools. Our physicians – who also serve as members of the school’s faculty – are leaders in their respective fields and their ongoing clinical research programs push the boundaries of medical progress throughout the world.

Medical students, residents and fellows benefit from hands-on instruction from these leading medical experts and have access to a broad spectrum of programs from which to pursue. Because UH Case Medical Center is the primary affiliate of the School of Medicine, we offer an unrivaled depth of resources and services – giving unparalleled access and exposure to the latest technologies and medical breakthroughs.

This multidimensional approach and dedication to education by UH Case Medical Center and Case Western Reserve University School of Medicine play a major role in further enhancing our rich tradition of developing medicine’s future leaders.

The Center for Geriatric Medicine at UH Case Medical Center is the principal training center for students of Case Western Reserve University School of Medicine seeking exposure to geriatric medicine. Through collaboration with the U.S. Department of Veterans Affairs, it trains the largest number of Case Western Reserve University medical students in senior care. All first-year School of Medicine medical students attend house call visits to gain firsthand experience in treating older patients in underserved populations. UH Family Medicine and Community Health residents and Internal Medicine residents train in senior care with our medical staff. The center directs the UH/VA Case Geriatric Medicine Fellowship program, which provides additional in-depth training to physicians who plan to specialize in the care of older adults. The center is dedicated to educating tomorrow’s health professionals today.

The Center for Geriatric Medicine aims to meet the challenge as the “number of older patients with more complex health needs increasingly outpaces the number of health care providers with the knowledge and skills to adequately care for them” (Institute of Medicine, April 2008). The center is keenly focused on the comprehensive care of the elderly, and its innovative care methods serve as a model for family medicine and internal medicine programs across the nation.

The Center for Geriatric Medicine offers a highly regarded Geriatric Medicine Fellowship training program for family physicians and internists interested in obtaining in-depth expertise in senior care. The center also provides extensive training to medical students and residents seeking to understand the unique aspects of care for the older adult.

In 2011, UH Case Medical Center, the Department of Family Medicine and Community Health and the Center for Geriatric Medicine collaborated closely with nursing leadership and educators of UH Case Medical Center to ensure a high standard of geriatric care across the hospital system. The nurse practitioner staff trains nurse practitioner students in comprehensive senior care and palliative care.

The Center for Geriatric Medicine plans to add a hospice/palliative medical education program in 2013 in collaboration with Case Western Reserve University School of Medicine.
UH Case Medical Center’s physician-scientists are leaders in their respective fields, and their ongoing clinical research programs are at the leading edge of medical progress. A strong emphasis on translational, or “bench-to-bedside,” research means that new and innovative treatments and technologies transfer more rapidly from the research laboratory to actual patient care.

- In concert with their clinical and academic activities, the Department of Family Medicine and Community Health and the Department of Internal Medicine conduct clinical research in areas such as cancer, chronic illnesses, cardiovascular disease, Alzheimer’s disease, preventive care and physician-patient communication that will help primary care physicians and geriatricians better navigate patients through the ever-changing health care landscape.

- The Division of General Internal Medicine focuses on Alzheimer’s disease, quality of delivery and implementation of preventive services in specific areas of cancer screening, cardiovascular preventive care and diabetes care, quality of patient care in the emergency room, and disparity in joint replacement in minorities.

- In 2009 the Department of Family Medicine and Community Health at UH Case Medical Center and Case Western Reserve University School of Medicine ranked 12th in National Institutes of Health (NIH) funding for research in the area of family medicine.

- Physician-scientists are involved in five focal areas of research: primary care capacity for change; cancer prevention and health promotion; cancer epidemiology and gene-environment interaction; cultural competence; and doctor-patient communication.

- Rebecca Boxer, MD, Geriatrician, Staff Physician, UH Case Medical Center, and Assistant Professor, Case Western Reserve University School of Medicine, was principal investigator in an ROI grant to Case Western Reserve University for research in heart failure in older adults.

- Peter DeGolia, MD, CMD, was awarded a Case Western Reserve University School of Medicine grant to research the impact of environmental home assessments on health care of frail elders. With the development of a screening tool that clinicians can use in the office, more elderly patients will be able to remain in their homes independently.

- The addition of Stefan Gravenstein, MD, MPH, as Associate Director for Research, will bring further research into senior outcomes and care transitions.

All National Institutes of Health (NIH) funding for basic and clinical research is awarded to the School of Medicine at Case Western Reserve University.
University Hospitals multidisciplinary institutes help ensure the best possible outcomes for our patients by bringing together a broad range of physicians, nurses, ancillary staff and administrators. Their collaborative efforts lay the groundwork for new standards in patient care, accelerate clinical research and create community-based education programs. The institutes bring UH expertise in diagnosing and treating individuals’ health problems to UH locations throughout Northeast Ohio. UH Case Medical Center institutes include:

- Harrington Discovery Institute at University Hospitals Case Medical Center
- University Hospitals Digestive Health Institute
- University Hospitals Ear, Nose & Throat Institute
- University Hospitals Eye Institute
- University Hospitals Harrington Heart & Vascular Institute
- University Hospitals Neurological Institute
- University Hospitals Transplant Institute
- University Hospitals Urology Institute

University Hospitals Case Medical Center
ONE OF AMERICA’S FIRST ACADEMIC MEDICAL CENTERS

Founded after the Civil War as a place of healing, the institution embraced a broader role as medical science advanced. By the turn of the twentieth century, a modern general hospital was enhanced by specialty facilities for women, children and infants. An affiliation with the medical school of what was then Western Reserve University – today Case Western Reserve University – formed one of the first true academic medical centers in the United States, as University Hospitals of Cleveland joined Johns Hopkins Hospital and Massachusetts General in combining the training of young physicians and the pursuit of laboratory research with delivery of the most advanced patient care.

In 1931, new facilities brought University Hospitals and the School of Medicine onto the same medical campus in University Circle. Over the years the complex continually expanded both its physical presence and the scope of its professional activities, adding diagnostic and treatment capabilities as well as top-flight physicians and surgeons.

Today, as the primary affiliate of Case Western Reserve University School of Medicine, University Hospitals Case Medical Center advances care through a commitment to clinical and translational research in a large academic medical campus that incorporates nationally acclaimed hospitals including UH Rainbow Babies & Children’s Hospital, UH Seidman Cancer Center and UH MacDonald Women’s Hospital.

In 2011, University Hospitals put the finishing touches on Vision 2010, a five-year, $1.2 billion strategic plan, which included building the new freestanding 150-bed inpatient and outpatient UH Seidman Cancer Center; the Center for Emergency Medicine and Marcy R. Horvitz Pediatric Emergency Center at UH Case Medical Center; the Quentin & Elisabeth Alexander Neonatal Intensive Care Unit at UH Rainbow Babies & Children’s Hospital, which was ranked fifth in the nation for newborn care by U.S. News & World Report; the UH Ahuja Medical Center, a 435,000-square-foot hospital and 60,000-square-foot Kathy Risman Pavilion, a medical office building in Beachwood, Ohio; and several outpatient health centers throughout Northeast Ohio. A key strategy of Vision 2010 involved the implementation of a new state-of-the-art Electronic Medical Record System throughout the system.
Our Commitment to Quality

The passage of health care reform legislation is changing the way care is delivered, bringing a new focus to optimizing the quality of patient care while controlling costs and using resources efficiently. At UH Case Medical Center, the emphasis on quality is not an outgrowth of new health care legislation, but an integral part of our patient care tradition.

And that is precisely why we have launched the UH Quality Institute.

As an innovative integrated delivery system, UH offers patients the latest technology and treatment methods. By pursuing the newest and best technologies, hiring and retaining highly skilled staff, and promoting a culture of safety and excellence, UH has forged an impressive quality record.

The UH Quality Institute shares the results of our ongoing efforts to provide safe, effective, patient-centered care to our patients and families. This includes a website that provides information about our quality awards, patient safety and quality measures. Through this quality data, we are able to present documentation and further evidence of the top-notch care we provide.

The 2012 American Hospital Association-McKesson Quest for Quality Prize named UH Case Medical Center the top hospital in the nation for its leadership and innovation in quality improvement and safety.

UH Case Medical Center was selected by a multidisciplinary committee of health care quality and patient safety experts. Awarded annually, the prize is supported by a grant from the McKesson Corp., a national health care services company based in San Francisco. The criteria for the 2012 award include the demonstration of an organizational commitment to and progress in achieving the Institute of Medicine's six quality aims – safety, patient-centeredness, effectiveness, efficiency, timeliness and equity. One goal of the award is to honor hospitals that are making progress in quality improvement with models that can be replicated by others in the hospital field.
HARRINGTON DISCOVERY INSTITUTE
at University Hospitals Case Medical Center

Harrington Discovery Institute is led by Director Jonathan Stamler, MD. Dr. Stamler holds the Robert S. and Sylvia K. Reitman Family Foundation Distinguished Chair in Cardiovascular Innovation at both University Hospitals and Case Western Reserve University School of Medicine. He also serves as Director for the Institute for Transformative Molecular Medicine, Professor of Medicine and Professor of Biochemistry at Case Western Reserve University School of Medicine.

Mukesh K. Jain, MD, is the Chairman of the Executive Committee for Harrington Discovery Institute. He also serves as Chief Research Officer, University Hospitals Harrington Heart & Vascular Institute at University Hospitals Case Medical Center, and holds the Ellery Sedgwick Jr. Chair and is a Distinguished Scientist. In addition, Dr. Jain serves as Director, Case Cardiovascular Research Institute, and is a Professor of Medicine at Case Western Reserve University School of Medicine.

The institute will support physician-scientists as they undertake fundamental research uniquely capable of changing the standard of care, generating insights into the clinical condition and developing new treatments. As part of its mission, Harrington Discovery Institute will enable physician-scientists to participate in and transform the drug development cycle within academia.

The open design of Harrington Discovery Institute will allow for collaboration with major academic medical centers and nonprofit foundations across the country, build a national community for physician-scientists and advance academic medicine’s involvement in drug discovery and development.

To learn more about the annual Harrington Scholar-Innovator Grant program and view a list of grant recipients, visit HarringtonDiscovery.org.

Harrington Discovery Institute is a national model dedicated to physician-scientists, enabling them to transform their extensive, cross-cutting knowledge into therapies and medicines that improve patients’ lives.
Clinicians and Scientists at UH Case Medical Center and Case Western Reserve University School of Medicine

Center for Geriatric Medicine

Peter DeGolia, MD, CMD
Director, Center for Geriatric Medicine
UH Case Medical Center
Jack H. Medalie Professor in Home-Centered Health Care
Professor, Department of Family Medicine and Community Health

Stefan Gravenstein, MD, MPH, CMD, AGSF, FACP
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UH Quality Center
UH Case Medical Center, Geriatric Medicine Consultation Service
Professor, Department of Medicine

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Elizabeth Weinstein, MD
Medical Director, UH Seidman Cancer Center
Supportive Care Program
Assistant Professor, Department of Medicine

Physicians receive their academic appointments and their accompanying titles from Case Western Reserve University School of Medicine.
UH Case Medical Center is among the nation’s best hospitals, ranked in all 12 methodology-ranked specialties.

University Hospitals Case Medical Center

Cancer
Cardiology & Heart Surgery
Diabetes & Endocrinology
Ear, Nose & Throat
Gastroenterology
Geriatrics

Gynecology
Nephrology
Neurology & Neurosurgery
Orthopedics
Pulmonology
Urology
To refer a patient or learn more about the Center for Geriatric Medicine at UH Case Medical Center, call **1-866-UH4-CARE** (1-866-844-2273) or visit [UHhospitals.org/geriatric](http://UHhospitals.org/geriatric)