2009 Annual Report to the Community and Report on Philanthropy

an unwavering commitment
On the Cover: Bethany Jablonsky, now 2 and thriving, was born two months prematurely and spent the first five weeks of her life in the University Hospitals Rainbow Babies & Children’s Hospital Neonatal Intensive Care Unit. She returned last spring along with many other NICU “alumni” and their families to celebrate the grand opening of our new state-of-the-art NICU.
An Unwavering Commitment

Dear Friend of University Hospitals,

Successful organizations focus their energies on what they do best, especially during times of uncertainty. At University Hospitals, what we do best is embodied in our mission – To Heal. To Teach. To Discover. Our mission serves as our compass, guiding us through turbulent and tranquil times, and assuring our unwavering commitment to our fundamental purposes.

In 2009, our mission guided us in providing outstanding care for hundreds of thousands of patients across Northeast Ohio, in educating a multitude of promising young medical professionals, and in advancing health care through vital medical research. Our mission also guided us in promoting a healthy community, and to that end we provided an estimated community benefit contribution of $220 million.

University Hospitals made great strides last year as we continued building on our history of success. Our accomplishments include:

• Substantial progress in our Vision 2010 expansion strategy
• Important national awards and recognition
• Growth in key clinical areas
• Continued success in attracting top physicians, nurses and employees
• Ongoing financial strength
• A record number of benefactors who gave more than $51 million to advance University Hospitals, despite a difficult economy

We remain devoted to our patients; to our employees, physicians and volunteers; to our benefactors; and to our communities – to the people we are privileged to serve and to the people who are University Hospitals. Northeast Ohio has depended on University Hospitals for 144 years, and can continue to depend on us to provide the best in medical care and to play an ongoing vital role in our region’s future.

We invite you to read more about our accomplishments in this 2009 Annual Report to the Community and Report on Philanthropy, and online at UHhospitals.org.

Thank you for your unwavering support of University Hospitals.

Sincerely,

Monte Ahuja
Chairman, Board of Directors
University Hospitals

Thomas F. Zenty III
Chief Executive Officer
University Hospitals
Vision 2010: Fulfilling Our Commitment to Northeast Ohio

Gerry Hazzard on his way to recovery in the Quentin & Elisabeth Alexander Neonatal Intensive Care Unit, which opened in May 2009 at UH Rainbow Babies & Children’s Hospital.
Announced in 2006, University Hospitals’ $1.2 billion Vision 2010 strategic plan is our blueprint for providing health care in the 21st century through enhanced and expanded UH capabilities throughout the region.

Today, fulfillment of that plan is in sight, from the main campus of University Hospitals Case Medical Center to the farthest reaches of the greater Cleveland metropolitan area.

Quentin & Elisabeth Alexander Neonatal Intensive Care Unit (NICU)
University Hospitals Rainbow Babies & Children’s Hospital set the standard with the opening of the NICU in May 2009. The 38-bed facility combines unsurpassed technological sophistication with a thoughtfully designed homelike environment for the care of fragile newborns.

University Hospitals Concord Health Center
In July 2009, the first patients received care at the beautiful new UH Concord Health Center, where primary and specialty services are available along with ready access to the nearby University Hospitals Geauga Medical Center. The next outpatient facility to open its doors is University Hospitals Medina Health Center in May 2010. An expanded University Hospitals Sharon Health Center will open in July 2010.

University Hospitals Ahuja Medical Center
The $230 million UH Ahuja Medical Center under construction in Beachwood at Chagrin Highlands is on target to open for patients in early 2011. The first phase of the complex is a 60,000-square-foot medical office building and a state-of-the-art, 144-bed community hospital designed to be patient-, family-, employee- and environmentally friendly. At UH Ahuja Medical Center, patients will have access to convenient primary, secondary and emergency medical and surgical care – including a suite designated solely for the treatment of stroke – as well as preventive and educational services.

The goals of the most ambitious strategic plan in the history of University Hospitals are being met as UH shapes the future of health care in Northeast Ohio.
University Hospitals Cancer Hospital
On the UH Case Medical Center campus, the UH Cancer Hospital, the region’s first freestanding cancer facility, will provide comprehensive inpatient and outpatient care for patients. Scheduled for completion in spring 2011, the new 375,000-square-foot hospital will bring together all of the varied departments and services of the University Hospitals Ireland Cancer Center under one roof and triple existing space devoted to cancer care.

Center for Emergency Medicine
Construction is under way on the new Center for Emergency Medicine and its Marcy R. Horvitz Pediatric Emergency Center. The new 60,000-square-foot center, expected to open in the spring of 2011, will maximize patient comfort and safety and increase efficiency with most radiology and laboratory services on site. It will include an enhanced triage area and a separate pediatric center with waiting areas for children and families.

Economic Impact
Vision 2010 goes beyond bricks-and-mortar investments with a deliberate focus on supporting the local and regional economy. Vision 2010 will provide approximately 2.5 million man-hours of labor for local workers when all projects are completed. In 2009, fully 90 percent of Vision 2010 spending, nearly $400 million, went to Northeast Ohio companies. After their first full year of operation, Vision 2010 projects will have created some 1,200 new hospital-based jobs and will contribute an estimated $95 million in annual wages, salaries and benefits.

UH Cancer Hospital
Topping-Out Ceremony
The last steel beam for the new UH Cancer Hospital was installed during a May 7 topping-out ceremony. The ceremony coincided with a meeting of the volunteer-led UH National Cancer Leadership Council and the second annual UH Ireland Cancer Center Symposium, which featured various sessions on cancer. Prior to the ceremony, the steel beam was displayed in the UH Case Medical Center Atrium and signed by UH employees and volunteer leaders of the UH National Cancer Leadership Council.

A new 832-space parking garage, set to open in late 2010, will provide more convenient patient access to all UH Case Medical Center facilities.
Community benefits are programs or activities that promote health and healing in response to identified community needs. Since our founding, University Hospitals has provided vital community benefit programs as part of our mission: To Heal. To Teach. To Discover. In 2009 alone, UH contributed an estimated $220 million* to a wide variety of community benefit programs throughout Northeast Ohio.

The diversity of the programs we support mirrors the diversity of needs among Northeast Ohio populations. For example, we have developed programs to battle the growing and serious problem of childhood obesity. We support vital emergency medical services throughout the region and provide important disease-prevention information to myriad individuals in cities, towns and rural areas across the region. We provide millions of dollars in free or discounted health services for those who cannot afford care and spend multimillions each year on medical research and education of future health care professionals, all part of our community benefit contribution.

UH’s community benefit programs are an indication of our unwavering commitment to a healthy Northeast Ohio. Here are examples of programs we support:

**Emergency Medical Services (EMS)** University Hospitals Harrington-McLaughlin Heart & Vascular Institute donated continuous positive airway pressure (CPAP) machines to Cleveland EMS. The CPAP machines help congestive heart failure patients clear fluid from their lungs while they are being transported by ambulance to the hospital. This reduces the need for assisted breathing intervention once they reach the hospital and reduces the need for intensive care.

**Healthier Kids** One of the serious results of the nation’s obesity epidemic is an alarming increase in diabetes in children. To tackle this problem, Leona Cuttler, MD, Director of the Center for Child Health and Policy at UH Rainbow Babies & Children’s Hospital, with the support of a grant from the Centers for Disease Control and Prevention, has established a new Center of Excellence in Childhood Diabetes and obesity. Dr. Cuttler, William T. Dahms Chair in Pediatric Endocrinology & Diabetes Excellence and Professor of Pediatrics at Case Western Reserve University School of Medicine, is nationally recognized in the area of childhood obesity and works with public entities, private partners and interest groups on Ohio’s initiatives to combat childhood obesity. UH Rainbow Babies & Children’s Hospital treats obesity and diabetes through its Healthy Kids, Healthy Weight™ program, working with children and families to improve their health through healthy eating, physical activity and behavior modification.

**Body & Soul** The church is a powerful presence in the African-American community, and UH is helping churches harness that power to keep congregants healthy. UH Ireland Cancer Center sponsors the Body & Soul program developed by the National Cancer Institute, National Institutes of Health, and helped bring the program to 31 churches in the greater Cleveland area last year alone. Through this “health and wellness ministry,” churches sponsor a variety of educational and weight-loss programs. Thanks to Body & Soul, church dinners now consist of abundant fruits and vegetables, lean meats and modest desserts.

*Preliminary estimate for 2009.
An Unwavering Commitment to Quality

At University Hospitals, delivering our mission requires a continuous commitment to quality and patient safety. By promoting a culture of excellence throughout our extensive health care system, UH has forged an impressive quality record, and earned prestigious national quality awards.

Quality permeates our culture and is integrated into what we do on a daily basis. Each UH employee shares a deep commitment to ensuring that we deliver the highest quality care possible for each and every patient. The quality information we share on our Web site, UHhospitals.org, helps patients understand how we compare with other top hospitals across the country in a number of standardized measures.

A wide variety of quality initiatives touch virtually every segment of our organization. Here are just a few examples:

**A Systemwide Quality Initiative** The CLIPSS (Clinical Leadership in Patient Safety & Standards) initiative requires managers of clinical and nonclinical departments to step away from their desks to spend more time in patient care areas to assess specific safety practices. All managers share results at every-other-Friday Patient Safety Conferences. CLIPSS Fridays are promoting a culture of patient safety and consistent quality standards across the system.

**Safety in the Surgical Suite** Surgical errors remain a national concern. While the UH system has achieved surgical safety levels higher than the national average, our investment in continuing education helps us do even better. Based on studies showing that breakdowns in communication often are to blame for surgical errors, UH instituted a groundbreaking surgical safety program last year. Modeled after procedures followed in airline cockpits, our Surgical Safety Guide requires OR teams to set aside time at the beginning, middle and end of surgery to review checklists that cover everything from confirming the patient’s name, to requiring team members to introduce themselves, to discussing concerns about the patient’s recovery. About 1,000 doctors, nurses and others have gone through training in this program.

**Reducing Infections** The wisdom in every mother’s exhortation, “take your bath,” holds true for intensive care units, too. However, instead of soap and water, a safe chemical antiseptic is effectively warding off serious infections, getting patients out of the hospital faster and saving health care dollars. During a four-month study period during which UH Case Medical Center intensive care unit patients were bathed daily with the antiseptic solution, the number of infections dropped dramatically. As a result of the study, the bathing program is being implemented in intensive care units systemwide.
University Hospitals is in the process of implementing a systemwide electronic medical record (EMR) that is enhancing safety and efficiency in patient care. The EMR, a computerized medical chart, provides one safe and secure central repository and source for each patient’s medical information. The EMR offers clinical alerts and notifications that will help standardize patient care and streamline communication between caregivers. UH is investing approximately $100 million in the EMR.

In 2009, UH made tremendous strides implementing the EMR with successful rollouts of the system at University Hospitals Geneva Medical Center and University Hospitals Geauga Medical Center. When the EMR rollout is completed, UH will become one of only a small percentage of hospital systems nationwide with a fully functional electronic medical record.

Keith Lemonovich, RN, using a “workstation on wheels” at UH Geauga Medical Center, the second UH hospital to go online with the new Electronic Medical Record in late 2009.
An Unwavering Commitment
to Our Patients

Healing is at the heart of University Hospitals. Each year we make significant advancements in medical care. The following highlights just some of the patient care progress made at UH Case Medical Center and UH community hospitals in 2009.

UH Harrington-McLaughlin Heart & Vascular Institute: Committed to Advancing Care

University Hospitals Harrington-McLaughlin Heart & Vascular Institute brings together a premier team of physicians and surgeons, clinical researchers, nurses and technicians to provide cutting-edge patient care and pursue important medical research.

Pioneering Work Led by Mauricio Arruda, MD, Director of the Electrophysiology Center and Atrial Fibrillation Center and Associate Professor of Medicine at CWRU School of Medicine, our electrophysiology team conducted pioneering work to treat disordered heart rhythms, or atrial fibrillation. Our physicians use robotic navigation to guide them in delivering radiofrequency energy to silence trigger spots in and around the heart that produce abnormal electrical impulses.

Chief of the Division of Cardiovascular Medicine at UH Case Medical Center and Director of the institute, Daniel I. Simon, MD, Herman K. Hellerstein Professor of Cardiovascular Research at CWRU School of Medicine, and Marco A. Costa, MD, Director of the institute’s Interventional Cardiovascular Center and its Research & Innovation Center and Professor of Medicine at CWRU School of Medicine, were principal investigators in two separate nationwide trials investigating new coronary artery stent technology.

James C. Fang, MD, Director of the Advanced Heart Failure & Transplant Center, and Professor of Medicine at CWRU School of Medicine, is investigating a novel drug therapy to preserve cardiac function in heart failure patients (the TOPCAT trial). UH has attracted the fifth largest number of patients for this trial out of about 100 trial sites around the world.

In the Community The institute extended its services further in Northeast Ohio communities, opening at UH Conneaut Medical Center in 2009, adding new diagnostic and treatment facilities at UH Concord Health Center, enhancing heart and vascular care at UH Twinsburg Health Center and opening the University Hospitals Medical Practices cardiology group at UH Hudson Health Center.

At UH Geauga Medical Center, our cardiologists are assessing the use of balloon angioplasty and stent procedures in the community medical center setting. Dr. Simon is principal investigator for this Cardiovascular-Patient Outcomes Research Team (C-PORT) trial.

Recognition UH Harrington-McLaughlin Heart & Vascular Institute was honored with 2009 Gold Performance Achievement Awards from the American Heart Association/American Stroke Association’s “Get With the Guidelines” program at UH Case Medical Center for outstanding patient outcomes in coronary artery disease and heart failure care.

The Intersocietal Commission for the Accreditation of Echocardiography Laboratories (ICAEL) certified echocardiography labs at UH Case Medical Center and UH community medical and ambulatory health centers, making UH the largest ICAEL-accredited institution in Ohio and the second largest in the country.

Chest pain centers at UH Case, UH Geauga and UH Geneva medical centers received full accreditation from the Society of Chest Pain Centers, which establishes quality standards for the care of heart attack patients.
When 20-year-old Jack Kachmarik says he’s feeling “pretty good,” that’s not a cliché. Last year, he had a stroke and underwent a heart transplant.

Jack’s symptoms began May 31. At first his family and friends didn’t know what to make of it, but then realized that Jack was in serious trouble, and rushed him to St. John Medical Center, a Westlake hospital now managed by UH. Doctors at St. John Medical Center sent him by helicopter to UH Case Medical Center, a leader in stroke care. At UH Case Medical Center, doctors cleared three blood clots from arteries in his brain and his stroke symptoms quickly resolved.

But relief was short-lived when doctors discovered the underlying cause of his stroke – an enlarged heart. Jack was placed at the top of the transplant waiting list, and on Aug. 18, he received a new heart.

The North Ridgeville resident says the UH staff was a bright spot during his three-month “mountain of hell.” Among them: Arie Blitz, MD, Director, Heart Transplantation and Mechanical Circulatory Assistance, and Assistant Professor at CWRU School of Medicine, who performed the transplant, and Michael DeGeorgia, MD, Neurocritical Care Center Director, and Maxeen Stone & John A. Flower Endowed Chair in Neurology and Professor of Neurology at CWRU School of Medicine.

“They all made it a little bit better, everyone from the nurses to the food people to the cleaning lady,” Jack says. Now, Jack is taking classes at Lorain County Community College and with his doctors’ blessings, working out and lifting weights.
Fifteen centers of excellence within the University Hospitals Neurological Institute deliver the full range of innovative neurological and neurosurgical services. The new programs described below exemplify the innovation of the institute’s patient care and clinical research efforts.

**New Pathways** A remarkable minimally invasive technique allows neurosurgeons to pass specially designed instruments through nasal and sinus passages to access hard-to-reach areas near the base of the skull or the top of the spine. Using an endoscope, a tube equipped with a tiny camera, and other instruments, neurosurgeons can remove or obliterate tumors. Warren Selman, MD, Director of the UH Neurological Institute and Harvey Huntington Brown Jr. Professor at CWRU School of Medicine, explains that this type of procedure eliminates scarring on the face, results in less trauma to the brain and nerves and shortens recovery times.

**Lasers** Patients with inoperable brain tumors may find new hope in the UH Neurological Institute’s AutoLITT (laser interstitial thermal therapy) technology, which uses MRI-guided lasers to destroy tumors, and does so without damaging surrounding tissue. Andrew Sloan, MD, UH Case Medical Center neurosurgeon, Peter D. Cristal Chair of Neurosurgical Oncology, and Associate Professor of Neurological Surgery at CWRU School of Medicine, explains that this type of procedure eliminates scarring on the face, results in less trauma to the brain and nerves and shortens recovery times.

**Alzheimer's Research** Alan Lerner, MD, Director of the Memory and Cognition Center, Neurological Institute Chair in Memory and Cognition, and Professor of Neurology at CWRU School of Medicine, is pursuing new approaches to treat Alzheimer’s disease and other forms of age-related cognitive decline. One study involves use of blood pressure medication to reduce the risk of cognitive impairment, while another looks at a naturally occurring antibody to slow the decline in Alzheimer’s disease. He also is investigating MRI and PET scans to predict and monitor early mild cognitive impairment.

**Awards** UH Case Medical Center received Gold and Gold-Plus Performance Achievement honors for compliance and quality in the American Heart Association/American Stroke Association’s “Get With the Guidelines” program for stroke care. UH Geauga Medical Center received the Bronze Performance Achievement Award for stroke care. The award recognizes success in implementing a high standard of care and ensuring that patients receive treatment according to nationally accepted standards.
UH Ireland Cancer Center: Caring Commitment

UH Ireland Cancer Center, part of the National Cancer Institute-designated Case Comprehensive Cancer Center, is one of only 40 such centers in the U.S. The center is dedicated to developing and offering innovative therapies and bringing research discoveries to patient care as quickly as possible. More than 300 clinical trials are under way.

Our new freestanding UH Cancer Hospital will provide cancer care for people throughout Northeast Ohio and nationwide, and will consolidate all UH Ireland Cancer Center hospital services under one roof.

Innovation in Treatment and Research
Cancer vaccines are a very promising type of treatment under investigation at UH Ireland Cancer Center. Vaccines are being applied to some of our most common and confounding cancers:

Pancreas Pancreatic cancers are among the most lethal of all cancers. UH Case Medical Center surgeon Jeffrey Hardacre, MD, Assistant Professor of Surgery, CWRU School of Medicine, is a principal investigator for a nationwide study of a candidate vaccine for pancreatic cancer. More patients have enrolled at UH Ireland Cancer Center than at any other study site.

Melanoma The lack of consistently effective treatments for melanoma that has spread has propelled the search for a vaccine to combat this increasingly common and deadly skin cancer. Julian Kim, MD, FACS, Chief of Oncologic Surgery at UH Ireland Cancer Center and Charles A. Hubay, MD, Chair and Professor of Surgery at CWRU School of Medicine, leads a team conducting a clinical trial of gene therapy. The vaccine is injected into tumors to induce the patient’s immune system to recognize and attack tumors at distant sites. UH is the only study site in Ohio in this international study and has attracted many patients who want to participate.

Breast Director of Breast Cancer Research, Joseph Baar, MD, PhD, Associate Professor of Medicine at CWRU School of Medicine, is leading a first-in-the-nation study examining the efficacy of a vaccine that triggers an immune response against highly aggressive “triple negative” breast cancer.

Brain UH is investigating a vaccine that uses “heat shock protein,” a substance in cells that can boost the immune response, to target glioblastoma, a common and virulent brain cancer that can occur in children and adults. UH is one of only three clinical trial sites in the country. Neurosurgeon Andrew Sloan, MD, Peter D. Cristal Chair of Neurosurgical Oncology and Associate Professor of Neurological Surgery at CWRU School of Medicine, is principal investigator at UH Case Medical Center.

Surviving and Thriving

“When you sit in a doctor’s office and you hear the dreaded words, ‘You have cancer,’ your whole life passes before you,” says Steven Ward, PhD, of Chardon, Ohio. Dr. Ward, a retired professor, avid outdoorsman and father, is now a prostate cancer survivor too. “I taught anatomy for 31 years, so when I received the diagnosis that I had prostate cancer, I was under no illusion about what I was facing.” Dr. Ward had surgery on a Wednesday and was home by Saturday. “I had great faith in my doctors and I knew that UH Ireland Cancer Center is a great place if you want the very best cancer care.” UH Ireland Cancer Center doctors are creating new standards by pioneering minimally invasive techniques. Minimally invasive surgery means briefer hospitalization, less scarring and faster recovery. “I was hiking, fishing and keeping up with my two 9-year-olds just weeks after the surgery.”
University Hospitals MacDonald Women’s Hospital: Committed to Women’s Health

UH MacDonald Women’s Hospital is the only hospital in Ohio and one of only 11 nationwide dedicated solely to the health and well-being of women throughout all stages of their lives. Women from throughout Northeast Ohio seek the care of the experts at UH MacDonald Women’s Hospital.

Mother-Baby Care  UH MacDonald Maternal Fetal Medicine (MFM), under the direction of George Van Buren, MD, Assistant Professor of Reproductive Biology at CWRU School of Medicine, cares for women diagnosed with high-risk pregnancies. A new MFM program coordinates clinical care for mothers and babies when a fetus is diagnosed before birth with certain malformations and correctable defects. The program ensures that disorders are thoroughly evaluated, that treatments are preplanned and therapy is carried out once the baby is born. MFM specialists work closely with neonatologists in the Neonatal Intensive Care Unit and other pediatric specialists – just steps away from our delivery rooms – to provide a seamless continuum of care that is unique in the region.

Sexual Desire  More than 40 percent of women of all ages in the United States report some degree of sexual dysfunction. UH MacDonald Women’s Hospital doctors are investigating a novel drug that if approved will be the first medication designed specifically for women to reverse the effects of hypoactive sexual desire disorder (HSDD). They also are investigating a gel that can be applied to the skin to restore normal levels of testosterone in postmenopausal women with HSDD. Clinical psychologist Sheryl Kingsberg, PhD, Chief of Behavioral Medicine in the Department of Obstetrics and Gynecology and Professor of Reproductive Biology at CWRU School of Medicine, leads these studies.

Midwifery  In 2009, the Nurse-Midwifery Division, under the direction of Celina Cunanan, CNM, MSN, delivered 30 percent of all the babies born at UH MacDonald Women’s Hospital. In addition to providing personalized obstetrical and gynecologic care to all women, the Nurse Midwifery Division launched a Kaiser Foundation-funded Centering Pregnancy program aimed at improving overall outcomes for expectant at-risk young mothers and their families.

Quality  UH MacDonald Women’s Hospital is the only Ohio hospital participating in the Institute for Healthcare Improvement Perinatal Safety Bundle quality initiative, a national program which cultivates promising efforts to improve patient care. On the state level, the hospital is part of the Ohio Perinatal Quality Collaborative, a coalition that has successfully reduced the number of deliveries prior to full-term gestation. Thanks to educational efforts implemented by UH MacDonald Medical Director of Quality Nancy Cossler, MD, Assistant Professor of Reproductive Biology at CWRU School of Medicine, and others, the number of near-term early deliveries without medical indication at UH has decreased by more than 60 percent.

Pregnancy Help  Obese women pursuing motherhood face several problems. William W. Hurd, MD, Director of Reproductive Endocrinology and Infertility, Lilian Hanna Baldwin Endowed Chair in Gynecology and Obstetrics and Professor of Reproductive Biology at CWRU School of Medicine, established a new multidisciplinary team from Obstetrics and Gynecology, IVF and Maternal Fetal Medicine – the only such team in the region – to address the critical needs of these women.
University Hospitals Rainbow Babies & Children’s Hospital: Committed to Kids

UH Rainbow Babies & Children’s Hospital, one of the nation’s top children’s hospitals, made important advances in 2009. The hospital’s dedicated doctors, nurses, technicians and others bring comfort and hope to young patients and families throughout the region. Here are just a few of our accomplishments for the year:

**Pediatric Surgery** UH Rainbow Babies & Children’s Hospital’s Minimally Invasive Pediatric Surgery Center is a leader in surgical techniques that make operations easier for young patients. Urologists Edward Cherullo, MD, and Jonathan Ross, MD, for example, performed one of the first series of surgeries in children in which diseased kidneys were removed through a single 2-centimeter incision. Under the direction of Director Todd Ponsky, MD, the center shares its expertise with doctors around the world through the Web. A database helps physicians worldwide understand the risks and benefits of new minimally invasive techniques. Dr. Cherullo is Assistant Professor of Urology at CWRU School of Medicine, while Dr. Ross is Division Chief of Pediatric Urology at UH Case Medical Center and Associate Professor of Urology at CWRU School of Medicine. Dr. Ponsky is Assistant Professor of Surgery at CWRU School of Medicine.

**AYA Cancer** Adolescents and young adults (ages 15-39) who have cancer are caught between the worlds of pediatric and adult oncology, and often face unique challenges. Cancers in this age group, along with their treatments and psychosocial effects, differ from those that occur in adults. The Angie Fowler Adolescent & Young Adult (AYA) Cancer Center at UH Rainbow Babies & Children’s Hospital, with the support of the Lance Armstrong Foundation, provides comprehensive cancer care and services developed specifically for young people. Joseph Matloub, MD, Director of Pediatric Hematology/Oncology and Angie Fowler Chair in Adolescent and Young Adult Cancer Research, is expanding services for the AYA cancer community. Rachel Egler, MD, Director of Pediatric Hematology/Oncology Outpatient Services and Assistant Professor of Pediatrics at CWRU School of Medicine, is working to expand access to clinical trials of promising treatments with the goal of improving survival rates.

**Trauma** Trauma is a growing threat to the health of children, and UH Rainbow Babies & Children’s Hospital is at the forefront in both prevention and treatment. UH Rainbow Babies & Children’s Hospital, accredited each year since 1991 as a Level I pediatric trauma center by the American College of Surgeons, is the only such center in Northern Ohio. In 2009, more patients sought care through our center than in the previous year.

**Recognition** In addition to being nationally ranked by U.S. News & World Report, UH Rainbow Babies & Children’s Hospital is ranked by Parents magazine as the ninth best children’s hospital in the nation out of more than 100 top pediatric facilities. The magazine cites our superior neonatal, emergency and trauma, and respiratory care.

Noura Al-Shethrie, 5, was diagnosed with leukemia at home in Saudi Arabia, and came to University Hospitals Rainbow Babies & Children’s Hospital for treatment. Noura had a bone marrow transplant in March 2009 at UH Rainbow Babies & Children’s Hospital, Northern Ohio’s only accredited pediatric blood and bone marrow transplant program by both the Foundation for the Accreditation of Cellular Therapy and the Children’s Oncology Group. Says Noura, who is now in complete remission: “I went to Disney for my birthday! I rode the roller coaster and went very fast!”
For Heather Pleskow, MD, the trek from Buffalo to University Hospitals Case Medical Center in the middle of the winter was worth every snowy mile. She came here for major surgery that at UH can be performed through one small incision through the navel.

“Imagine,” she says, “they removed my entire colon and rectum through my belly button.”

Diagnosed with ulcerative colitis in 2000, Dr. Pleskow’s condition worsened when she gave birth to her daughter Abigail in 2008; medications no longer worked. Her gastroenterologist in Buffalo recommended she see UH’s Conor Delaney, MD, MCh, PhD, a world-renowned surgeon, Chief of the Division of Colorectal Surgery, and the Jeffrey L. Ponsky Professor of Surgical Education at CWRU School of Medicine.

Four weeks after her surgery, the 31-year-old physician returned to her allergy fellowship at the University of Buffalo, and attended a medical conference in New Orleans six weeks later. “I feel better every day,” she says. “I got my life back.”

Getting Her Life Back
Surgery: Committed to the State-of-the-Art

At UH Case Medical Center, the Department of Surgery has created multidisciplinary programs that incorporate state-of-the-art technology to optimize patient outcomes.

Next Generation Laparoscopic Surgery

The UH Center for Robotic Surgery is taking minimally invasive laparoscopic surgery to the next level. UH urologists and gynecologists use robotic surgery for a variety of procedures, including surgery for prostate, kidney and bladder cancer, and for treatment of gynecological cancers and benign conditions. The robot’s 3-D HD camera improves magnification and visualization for surgeons while its precise controls permit them to perform very fine, “tremorless” movements during surgery. All combine to improve outcomes. The center is co-directed by Rabii Madi, MD, Associate Professor of Urology at CWRU School of Medicine, and gynecologic oncologist Kristine Zanotti, MD, Assistant Professor of Gynecological Oncology at CWRU School of Medicine.

Orthopaedics: A Commitment to Patient Care, Research and Education

Ranked consistently among the country’s top 20 orthopaedic programs in U.S. News & World Report magazine’s annual ratings, the UH Case Medical Center Department of Orthopaedics provides a broad range of outstanding patient care, from spinal surgery to the treatment of bone tumors to joint replacements. The department, a center of clinical and research excellence for more than a century, is internationally renowned for its teaching, annually hosting surgical fellows from around the world. The department’s residency program is consistently among the most coveted postgraduate placements in the country.

10,000 Operations Last year, the department’s surgeons performed more than 10,000 operations, including more than 1,400 total joint replacements for patients’ diseased or damaged hips, knees and shoulders. The hallmarks of UH Orthopaedics include subspecialization, the provision of advanced treatments and a focus on tailoring treatments to meet individual patient’s needs. Each one of our highly trained surgeons is subspecialized in a particular area of orthopaedics, which allows customization of cutting-edge treatments to accommodate each patient’s unique physiology, condition, age and preferences. These hallmarks hold true across all of the department’s divisions: Foot and Ankle, Hand and Upper Extremity, Oncology and Musculoskeletal Tumors, Pediatric Orthopaedics, Shoulder and Elbow, Spine, Sports Medicine, Total Joint Replacement, and Trauma and Fracture Treatment.
Two New Institutes at University Hospitals

UH institutes bring together physicians and other professionals to develop the best possible care plans for patients, and to advance clinical research. Two new UH institutes were announced in 2009:

**Digestive Health Institute** The UH Digestive Health Institute provides diagnoses and treatments for patients with disorders of the digestive system. U.S. News & World Report ranks the digestive health program at UH as one of the top in the United States. The institute’s centers of excellence focus on gastrointestinal cancer, inflammatory bowel disease, bariatric surgery and nutrition, liver disease, gastroesophageal reflux disease and swallowing disorders, advanced endoscopy, CT, colonoscopy and women’s health.

**Urology Institute** The UH Urology Institute provides comprehensive urologic care for men and women, adults and children at locations throughout Northeast Ohio. The institute’s centers of excellence include female pelvic medicine and surgery, pelvic pain, genitourinary cancers, pediatric urology, and men’s health and genitourinary stones.

New UH Physician Leaders

**Firouz Daneshgari, MD, FACS**, was named Chairman of the Department of Urology and Director of the new UH Urology Institute. Dr. Daneshgari, Lester Persky Professor of Urology at CWRU School of Medicine, is internationally recognized for his work in developing new treatments for female pelvic floor disorders and incontinence.

Recognized worldwide for his work with head and neck, brain and lung cancers, with emphasis on combined modality therapy, **Mitchell Machtay, MD**, was appointed Chairman of the Department of Radiation Oncology. Dr. Machtay is Vincent K. Smith Chair and Professor of Radiation Oncology at CWRU School of Medicine.

**Robert J. Ronis, MD, MPH**, Chairman of the Department of Psychiatry and Associate Director for the UH Neurological Institute, fills the newly created position of Psychiatrist-in-Chief, with responsibility for the development of patient care and clinical research programs and maintenance of quality standards across the UH system. Dr. Ronis is Douglas Danford Bond Professor of Psychiatry at CWRU School of Medicine.

The new Chairman of the Department of Radiology is **Pablo R. Ros, MD, MPH, PhD, FACR**, a pioneer in the use of MRI and CT to diagnose and treat gastrointestinal and hepatobiliary diseases. Dr. Ros also co-directs the Case Center for Imaging Research and is the Theodore J. Castele University Professor of Radiology at CWRU School of Medicine.

Urology resident Ifeanyi Ani, MD, (left) with Firouz Daneshgari, MD, FACS, Chairman of the Department of Urology, Director of the UH Urology Institute and Lester Persky Professor of Urology at CWRU School of Medicine.
National Awards & Recognition

A focus on excellence garnered significant recognition for University Hospitals in 2009.

Thomson Reuters:
UH in Top 10; UH Case Medical Center Among Top Teaching Hospitals

UH was ranked as one of the top 10 hospital systems in the United States and the only one in Cleveland by Thomson Reuters, a leading business and professional information organization. UH Case Medical Center also was recognized as one of the top 15 major teaching hospitals in the Thomson Reuters 100 Top Hospitals National Benchmark study, marking the fourth consecutive year the hospital received this prestigious recognition.

University HealthSystem Consortium:
UH Case Medical Center Recognized

UH Case Medical Center was one of only five academic medical centers nationwide to receive the 2009 Quality Leadership Award from the University HealthSystem Consortium (UHC). The prestigious award is given to teaching hospitals that demonstrate excellence in delivering high-quality care as measured in UHC’s annual Quality and Accountability Study.

U.S. News & World Report:
UH Case Medical Center Among Top 50

UH Case Medical Center is among an elite group of 174 hospitals named in U.S. News & World Report’s annual America’s Best Hospitals edition. UH Case Medical Center ranked among the nation’s top 50 hospitals in the six categories: orthopaedics, endocrinology, cancer, digestive disorders, geriatrics and respiratory disorders.

U.S. News & World Report:
UH Rainbow Babies & Children’s Hospital

UH Rainbow Babies & Children’s Hospital was again recognized as one of America’s Best Children’s Hospitals by U.S. News & World Report. The hospital was named No. 2 in the nation for newborn care/neonatal intensive care, and ranked among the nation’s top 30 children’s hospitals in seven other pediatric specialties.

SDI (formerly Verispan):
UH Ranks in Top 10

University Hospitals has been ranked 10th out of 580 health systems (“integrated health networks”) rated by SDI, a national informatics data research company that provides market research in the health care industry. UH rose in the rankings from 22nd last year and 37th in 2007. Rankings are based on critical success factors and evaluate the system’s ability to operate efficiently as a unified organization.

Beacon Award:
Intensive Care Units Among the Best

UH Case Medical Center’s Medical Intensive Care Unit (MICU) and Surgical Intensive Care Unit (SICU) were each awarded the Beacon Award for Critical Care Excellence by the American Association of Critical Care Nurses. Our MICU is the only intensive care unit in the nation to receive this distinction for five consecutive years, while the SICU is a three-time Beacon Award winner.

Press Ganey:
Summit Award to UH Extended Care Campus

UH Extended Care Campus’ Outpatient Rehabilitation & Aquatic Center received the 2009 Summit Award from Press Ganey Associates, based on superior patient satisfaction scores. Press Ganey presents the award to organizations that have sustained a rank of 95 percent or above for overall patient satisfaction in each reporting period for three consecutive years.

Ohio Hospital Association:
Health Care Worker of the Year

The Ohio Hospital Association named Deforia L. Lane, MT-BC, PhD, Director of Music Therapy at UH Case Medical Center and Assistant Clinical Professor of Medicine at CWRU School of Medicine, as the 2009 Albert E. Dyckes Health Care Worker of the Year.
On a snowy day in February 2009, Melissa Smallwood was driving home from work when she got a call that every parent fears. Her 5-month-old daughter Peyton Moodt had been critically injured when the car she was riding in spun out in front of a school bus. She and nine other crash victims were taken by ambulance to the Emergency Department at UH Geauga Medical Center, where the entire hospital mobilized to lend assistance. The ED team, knowing every second counts, quickly stabilized Peyton and diagnosed her with multiple skull fractures, a blood clot, a fractured collarbone and broken ribs. They then transferred Peyton to UH Rainbow Babies & Children’s Hospital.

Peyton lay in a coma for 14 days. Her head “swelled to the size of a small basketball,” her mother says. But after 35 days in the hospital and three surgeries, Peyton’s condition improved and she was able to go home. Today, Peyton is running around and clambering up the stairs. Her mother marvels at the great care she got at both hospitals. “We owe a lot to all the people staffing UH Geauga Medical Center’s emergency room that day,” Ms. Smallwood says. “They kept our baby alive. We had wonderful care at Rainbow too. We’re lucky to have hospitals like these close by.”
University Hospitals’ network of community medical centers and outpatient health centers provides high-quality medical and surgical services specific to the health care needs of their neighboring communities. In 2009, our community hospitals continued to add programs to serve their surrounding populations. This unwavering commitment and investment allow us to deliver the highly personalized care patients in Northeast Ohio have come to expect from our health system.

**UH Bedford Medical Center**

The Wound Care and Hyperbaric Medicine Center at UH Bedford Medical Center, now in its second year, is one of only a few centers in Northeast Ohio offering comprehensive wound care. The center continued to distinguish itself as a leader in delivering outstanding clinical outcomes. Throughout 2009, patient satisfaction was 95 percent or higher.

The Emergency Department at UH Bedford Medical Center served a growing demand for emergency services.

**UH Conneaut Medical Center/ UH Geneva Medical Center**

These two critical access hospitals bring high-quality care to rural communities.

When UH Geneva Medical Center completed rolling out the new electronic medical record throughout the hospital, it became the first UH hospital and one of a select group of hospitals nationwide to do so. The new system computerizes and centralizes all patient records and equips clinicians with critical patient information, safety alerts and national best-practice support while caring for their patients.

The opening of the UH Harrington-McLaughlin Heart & Vascular Institute at UH Conneaut (2009) and UH Geneva (2008) medical centers brings unparalleled cardiovascular care and a full spectrum of noninvasive and minimally invasive diagnostics to Ashtabula County and beyond. Expanded pain management services are now available to residents of Ashtabula County through the opening of the Center for Comprehensive Pain Management.

UH Geneva and UH Conneaut medical centers built on their history of delivering important outreach programs to the community by adding a number of new programs. UH educators expanded CPR training to more schools in Ashtabula County; added health education programs at the YMCA in Madison; and added nutrition education programs.
Customer Service in Concord

Mary Pat Grubb, Patient Navigator at UH Concord Health Center, helps guide patients through their health care journey. She assists with the admission process for UH Geauga Medical Center, with paperwork, transferring medical records, scheduling, arranging language interpretation and much more. Ms. Grubb is committed to helping patients find their way.
Pat Moir, RN, who has cared for Surgical Intensive Care Unit patients at UH Case Medical Center for 23 years, embraces the idea of Relationship-Based Care. This systemwide program and philosophy of care strengthens relationships between patients and their caregivers and builds upon UH’s long tradition of compassion. Patients notice its results: “A special nurse…the honor to her profession…A loving and compassionate caregiver…I truly don’t know what I would have done without her,” is how one family member describes Mrs. Moir. “I’m both humbled and inspired by my relationships with my patients,” says this veteran nurse. “Relationship-Based Care has made me a better nurse and stronger advocate for my patients and their families.”

Pat Moir, RN, UH Case Medical Center Surgical Intensive Care Unit nurse.

St. John Medical Center

Last year, we restructured our joint venture relationship with the Sisters of Charity Health System (SCHS). Today, UH and SCHS share ownership of and UH manages St. John Medical Center, formerly St. John West Shore Hospital. UH is excited about opportunities to expand patient care at St. John Medical Center, and together with SCHS, plans to invest $100 million in the facility in the coming years.
Committed to Education and Launching Careers

Each year, hospitals across the country compete to attract the best medical school graduates for their residency programs and top post-residency physicians for fellowship positions.

On “match day” every March, the National Resident Matching Program pairs medical school graduates and fellows with residency and fellowship programs at institutions around the world.

The 2009 match for UH Case Medical Center was very successful, a testament to the hospital’s reputation for excellence in education. We achieved a 99 percent match for 141 open residency positions and 100 percent for nine fellowship positions. Eight hundred residents and fellows are enrolled in 63 Accreditation Council for Graduate Medical Education-accredited programs at UH Case Medical Center. About 25 osteopathic doctors are in training at UH Richmond Medical Center.

More than 1,500 nursing students rotated through UH Case Medical Center during the 2008-2009 school year. Trainees in ancillary medical fields such as pharmacy, pathology and laboratory services, audiology, rehabilitation services, radiology and operating room technology also gain invaluable hands-on experience throughout the UH system.

Making a Difference

The husband-wife team of Drs. Chris Brown and Alecia Nero clearly are a University Hospitals power couple committed to making a difference. Dr. Nero, a fellow in the Department of Hematology-Oncology, and Dr. Brown, a resident in the Department of Ophthalmology, manage busy lives that involve advanced subspecialty training, minority recruitment and community outreach efforts, and parenting their young daughter. UH Case Medical Center recognized the couple would make a tremendous contribution and customized training programs to accommodate their special interests. As active members of UH’s Minority House Staff organization, they work to recruit talented minority physicians to UH and participate in community outreach activities that target underserved children and adolescents and raise awareness about health-related issues impacting the minority community. Their goals are to achieve better quality of life and delivery of care for all UH patients.
Advancing Medicine through Research

Clinical research activity at UH Case Medical Center expanded in 2009, with the number of research grants and contracts executed increasing by 33 percent over 2008. Funding from all sources for UH research rose 8 percent during the year, exceeding the $30 million mark for the first time.

**Technology Symposium** The UH Center for Clinical Research and Technology convened its first Clinical Technology Symposium in 2009. Speakers discussed new technologies used in their clinical practices at UH Case Medical Center, generating ideas to expand applications for these technologies to other specialties, improve upon them and collaborate on further development.

**Startups, Spin-offs** Four startup companies are being created as spin-offs from UH-developed technologies. UH renewed its support of Cleveland’s BioEnterprise Corp., the area’s first biomedical business formation, recruitment and acceleration initiative.

UH Rainbow Babies & Children’s Hospital is one of three founding members of the national Institute for Pediatric Innovation, Inc. (IPI), a nonprofit group dedicated to creating pediatric devices and medicines specifically for children, not just scaled-down versions of adult products. Among other efforts, UH Rainbow Babies & Children’s Hospital is providing guidance for a device that makes it easier to place an intravenous (IV) line in tiny neonatal intensive care patients.

**Innovation Day** The Office of Technology Management at the Center for Clinical Research and UH Case Medical Center, together with IPI, organized the first annual Pediatric Innovation Day at UH Rainbow Babies & Children’s Hospital. The event showcased new technology that improves care for our youngest patients, encouraged caregivers to come forward with innovative ideas for new products and provided ideas to help move ideas along the path to commercialization.

The commitment to exceptional patient care begins with revolutionary discovery. University Hospitals Case Medical Center is the primary affiliate of Case Western Reserve University School of Medicine, a national leader in medical research and education and consistently ranked among the top research medical schools in the country by U.S. News & World Report. Through their faculty appointments at the CWRU School of Medicine, physicians at UH Case Medical Center are advancing medical care through innovative research and discovery that bring the latest treatment options to patients.
Committed to Being the Best Place to Work

University Hospitals’ employees are devoted to UH’s mission and are equally unwavering in their commitment to provide the best possible care for our patients.

UH’s goal is to make our system the best place to work, and we are approaching this from several directions. Our new holistic WELLNESS Matters program is a prime example. UH believes that wellness goes beyond physical health to include financial security, satisfaction at work, and balance in one’s personal life – all the things that affect our sense of well-being. WELLNESS Matters brings together tools and resources for employees and their families to use to improve their total wellness.

UH added a long-term care plan; retiree medical access programs; eldercare discounts; enhanced medical plans; and a wholesome food delivery service for employees to its generous benefits package available to employees.

Team Achievement UH’s highest form of employee recognition is the UH Team Achievement Award. In 2009, two grand-prize-winning employee teams received $10,000 prizes. The “Time is Muscle” Team of the UH Harrington-McLaughlin Heart & Vascular Institute, working with Cleveland EMS squads, UH Case Medical Center Emergency Services, the Cardiac Catheterization Lab and others, earned the award by reducing the time it takes to restore patients’ blood flow after a heart attack from the national standard of 90 minutes to just 66. The other Team Achievement grand prize winner, the UH System Stroke Program Team, part of the UH Neurological Institute, expanded and standardized stroke care throughout our system, which translates into more expedient and better care for patients.

Other Team Achievement finalists were the UH Rainbow Babies & Children’s Hospital’s Family and Child Life Services Department, UH Code White rapid-response nursing teams, and the UH Geauga Medical Center Nursing Leadership team.

Volunteers’ Generous Commitments

In 2009, nearly 2,000 generous people, ages 15 to 90-plus, volunteered throughout the University Hospitals health system, donating time and talent in more than 100 volunteer roles.

Jean Garbett has volunteered more than 20,000 hours in the preoperative and recovery area at UH Case Medical Center over the past 37 years, earning her the distinction of having contributed the greatest number of volunteer hours in the hospital’s history. It’s equivalent to a full-time employee working for nine and a half years.

“I can sense when my being here has made a difference for a patient,” Mrs. Garbett says in her pleasant English accent. “It is so rewarding – I feel useful and appreciated, which is a gift at any age, but perhaps even more so when one is 77!”

UH Case Medical Center volunteer Jean Garbett.
Committed to a Culture of Inclusion

Northeast Ohio has wonderfully diverse communities that University Hospitals reflects and embraces. Diversity, inclusion and economic empowerment are integral to the success of our organization, and we strive to be a model of cultural inclusion.

Our Diversity Council, composed of senior leaders, employees, physicians, nurses and administrators, teams up with the Cultural Diversity Committee of the UH Board of Directors to shape our strategy for implementing diversity and inclusion programs throughout the system. By maintaining a diverse workforce, UH ensures that employees relate well to our patients and family members in a warm, inviting environment. We have increased the number of male nurses here by 2 percent and African-American nurses by 8 percent over the past three years. Creating educational and medical specialty “pipelines” stimulates minority student interest in and academic preparation for health profession training. Many programs demonstrate our commitment to diversity and to the community.

University Hospitals and the Cleveland School of Science and Medicine UH's commitment to providing opportunities for underrepresented minorities seeking careers in health care is unwavering. We operate several programs designed to attract medical trainees and administrators, and we work closely with the Cleveland School of Science and Medicine (CSSM) to encourage high school students to pursue medical careers. The school opened in 2006 with support from UH faculty and staff who helped develop the curriculum for this unique college preparatory program. We work closely with the school to provide internship and mentoring opportunities for students. The school's first class will graduate in the spring of 2010.

The UH Enclave Program University Hospitals works with a number of local organizations to provide employment opportunities for individuals with physical and mental challenges. In 2005, we created the Enclave Program with the Cuyahoga County Board of Developmental Disabilities (CCBDD) to place individuals in temporary and permanent positions at UH Case Medical Center. As part of the program, two supervisors from the CCBDD work at UH to oversee the program and provide ongoing feedback and job assessment for the participants. Currently, 17 people referred from the CCBDD work in Nutrition and Environmental Services at the hospital.

Stephens Fellowship in Orthopaedics

Havalee Henry, a medical student at the University of Rochester School of Medicine and Dentistry, became the inaugural holder of the Timothy L. Stephens Jr., MD, Orthopaedic Fellowship, developed to increase interest in orthopaedics among minority medical students. Dr. Stephens was the first African-American orthopaedic surgeon in Ohio and the first African-American orthopaedic attending physician in the Department of Orthopaedics at UH Case Medical Center. Funded by a grant from Cleveland’s St. Luke's Foundation, the fellowship provides clinical and research experience and exposure to community-based medicine for promising medical students.
University Hospitals is pursuing varied activities designed to help us tread more gently on Mother Earth. One major focus is to seek Leadership in Energy and Environmental Design (LEED) green building rating system certification for selected Vision 2010 construction projects. Other environmentally friendly activities in 2009 included:

**Reducing Our Carbon Footprint at UH Case Medical Center**
- We are recycling 50-60 percent of demolition debris
- We are installing solar array panel systems on rooftops at UH Case Medical Center, UH Cancer Hospital and UH Ahuja Medical Center through the Ohio Solar Cooperative Project
- We collect coffee grounds and food scraps for composting at the Green Corps Learning Garden at Cleveland Botanical Garden

**Greening Up Euclid Avenue**
To improve the scenery and aesthetics along one of Cleveland’s major thoroughfares and UH Case Medical Center’s front yard, we are developing green spaces and gardens:
- Green spaces will be created between Euclid Avenue and UH Case Medical Center
- The UH Cancer Hospital Schneider Healing Garden will feature sculptures, sloping walkways and meditation areas
- An urban park at the corner of Euclid and University Hospitals Drive will feature seating, trees, walkways and flowers

**Improving Sustainability Systemwide**
- We commissioned an energy audit to identify ways to increase our energy efficiency and use of alternative energy sources
- A pharmacy waste recycling program is reducing our contribution to the waste stream
- We donate furniture to local charities
- We recycle batteries, and we send cooking oil to be recycled into biofuel
- Our microfiber mops reduce water use, while greener cleaners reduce use of chemicals
- Providing employees with electronic paychecks saves paper
University Hospitals achieved strong financial results in 2009 in a very difficult economic environment. We appreciate the confidence the investment community placed in UH by supporting our two successful bond issues in 2009. Our financial strength stems from an unwavering focus on our mission. Maintaining our good operating performance allows us to contribute significantly to the well-being of all of Northeast Ohio.¹

<table>
<thead>
<tr>
<th>Patient Care</th>
<th>2008</th>
<th>2009</th>
<th>Financial Highlights</th>
<th>2008</th>
<th>2009</th>
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<tr>
<td>Outpatient procedures</td>
<td>4,959,582</td>
<td>4,886,321</td>
<td>Total operating revenues</td>
<td>$1.8 billion</td>
<td>$1.9 billion</td>
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<tr>
<td>Emergency department visits</td>
<td>151,026</td>
<td>157,640</td>
<td>Operating income</td>
<td>$61 million</td>
<td>$84 million</td>
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<tr>
<td>Registered beds</td>
<td>1,780</td>
<td>1,780</td>
<td>Community benefit</td>
<td>$210 million</td>
<td>$220 million²</td>
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<tr>
<th>Discharges</th>
<th>2008</th>
<th>2009</th>
<th>Research Funding</th>
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<tr>
<td>Acute</td>
<td>55,735</td>
<td>55,835</td>
<td>CWRU School of Medicine basic science research</td>
<td>$98 million</td>
<td>$99 million</td>
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<tr>
<td>Post-acute</td>
<td>2,771</td>
<td>2,706</td>
<td>CWRU School of Medicine clinical and translational research conducted at UH Case Medical Center</td>
<td>$107 million</td>
<td>$115 million</td>
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<tr>
<td>Newborns</td>
<td>5,020</td>
<td>5,052</td>
<td>Total sponsored research funding to UH Case Medical Center, including industry-sponsored clinical trials⁴</td>
<td>$28 million</td>
<td>$30 million</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>63,526</strong></td>
<td><strong>63,593</strong></td>
<td><strong>$205 million</strong></td>
<td><strong>$214 million</strong></td>
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<th>Surgical Cases</th>
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<th>2009</th>
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<tr>
<td>Inpatient</td>
<td>14,203</td>
<td>14,515</td>
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<tr>
<td>Outpatient</td>
<td>41,758</td>
<td>42,068</td>
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<tr>
<td><strong>Total</strong></td>
<td><strong>55,961</strong></td>
<td><strong>56,583</strong></td>
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<th>Education</th>
<th>2008</th>
<th>2009</th>
<th></th>
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</thead>
<tbody>
<tr>
<td>Residents &amp; fellows in training</td>
<td>802</td>
<td>867</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Residency training programs</td>
<td>92</td>
<td>108</td>
<td></td>
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<tr>
<th>Employment</th>
<th>2008</th>
<th>2009</th>
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<tbody>
<tr>
<td>Employees (excluding physicians)</td>
<td>13,459</td>
<td>13,624</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Physicians</td>
<td>4,278</td>
<td>3,592</td>
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¹ Numbers exclude joint ventures, unless otherwise noted.
² Preliminary estimate for 2009.
³ Sponsored research funding from Case Western Reserve University School of Medicine is quoted on a fiscal year ending June 30. UH Case Medical Center is the primary affiliate of CWRU School of Medicine.
⁴ Industry-sponsored research is quoted on a calendar year ending Dec. 31.
⁵ Includes UH physicians, resident physicians and affiliated physicians at joint venture hospitals. The decrease in number of physicians reflects our restructured joint venture relationship with the Sisters of Charity Health System.
Dear Friends,

Your support of the University Hospitals mission truly makes a difference. Despite an uncertain economy in 2009, more than 11,000 friends and benefactors gave more than $51 million to support unparalleled care for the patients, families and communities we serve, advancing our mission and Vision 2010 strategic plan in truly remarkable ways.

Vision 2010 builds on University Hospitals’ nearly 150-year commitment to meeting our community’s continuing health care needs. It is a $1.2 billion investment in expanding access across our region to the highest-quality care delivered by top experts in state-of-the-art facilities. Vision 2010 has inspired many, including longtime UH leaders and benefactors Mary Jane and Jack Breen, who gave $5 million in support of our transformational strategic plan. Their extraordinarily generous 2009 gift is recognized in the naming of the new Breen Breast Health Pavilion at UH Case Medical Center.

In 2009, we celebrated a major Vision 2010 milestone with the opening of the Quentin & Elisabeth Alexander Neonatal Intensive Care Unit at UH Rainbow Babies & Children’s Hospital, a recognized international leader and pioneer in neonatology. Many in our community recognized the need for this state-of-the-art facility and came together to support what is today the world’s most advanced NICU and a leader in family-centered care. We thank all who contributed and joined us last March for its opening festivities.

Also in 2009, we saw even greater numbers of families, foundations, corporations, and people of all ages and backgrounds working together with the UH mission to advance high-quality, compassionate health care. This outpouring of support is a tribute to the generosity of our community in difficult times and to the many ways UH, through the power of your gift, cares for our community. We are humbled by, and grateful for, the trust you have placed in UH.

In 2010, our vision enters the homestretch as we near the completion of the new UH Ahuja Medical Center, UH Cancer Hospital and Center for Emergency Medicine housing the Marcy R. Horvitz Pediatric Emergency Center – each expanding access to high-quality care. Whether driving down Euclid Avenue along our UH Case Medical Center campus or Interstate 271 near the site of UH Ahuja Medical Center, many have witnessed an inspiring transformation under way. These strategic investments, like the Quentin & Elisabeth Alexander NICU, make UH strong for our community, as reflected in hundreds of new jobs Vision 2010 projects will bring to our city in the coming years.

Thank you for the many ways your generosity touches the patients, families and communities we serve, and advances our mission: To Heal. To Teach. To Discover.

Sincerely,

Sheldon G. Adelman
Chairman
University Hospitals Board Development Committee
The Society of 1866 Celebration in October 2009 attracted more than 500 of University Hospitals’ most loyal supporters who gathered to honor two families and a pre-eminent UH physician.

The Harrington and McLaughlin families and the Risman family received the prestigious Samuel Mather Visionary Award.

In 2008, the Harrington and McLaughlin families, Ronald G. and Nancy Harrington and their children and their spouses, Jill and Stephen McLaughlin, and Ronald M. and Lydia Harrington, committed $22.6 million to UH to advance the early detection and prevention of cardiovascular disease. Recognizing their exceptional generosity and vision, the UH Harrington-McLaughlin Heart & Vascular Institute was named in the families’ honor.

“We’re interested in catching heart disease on the front end,” says Ronald G. Harrington, a member of the UH Board of Directors and the UH Harrington-McLaughlin Heart & Vascular Institute Leadership Council. “We want to help people so that they benefit by having knowledge that can save their lives.”

Eleanore and Robert Risman and their daughter, Kathy, have a long tradition of giving back to the community. In 2008, the Risman family felt so strongly about the care they received at UH that they made among the largest gifts supporting Vision 2010, UH’s strategic plan. “If life has been good to you and you’ve worked hard and been successful, it’s a privilege to give back, and it’s a great feeling,” Mr. Risman says. The Rismans’ gift honored all UH physicians for their unique model of high-quality care that is both personalized and compassionate.

The Distinguished Physician Award was bestowed upon Avroy A. Fanaroff, MD, former Chairman of Pediatrics at UH Rainbow Babies & Children’s Hospital and a pioneer and world leader in the field of neonatology. The South African-born neonatalogist, Eliza Henry Barnes Chair in Neonatology and Professor of Pediatrics and Reproductive Biology at CWRU School of Medicine, has cared for thousands of premature babies, helped to dramatically improve survival rates and mentored hundreds of neonatologists in training. Thanks in large part to Dr. Fanaroff’s leadership, UH Rainbow Babies & Children’s Hospital is internationally recognized in neonatal intensive care and neonatology.

Stephen and Jill McLaughlin, Ronald G. and Nancy Harrington, and Lydia and Ronald M. Harrington

Avroy Fanaroff, MD, and Roslyn Fanaroff

Robert “Bob” and Eleanore Risman
During a special gathering on the night of the Society of 1866 Celebration, members of the Samuel Mather Society were presented with white physician coats in honor of their extraordinary commitment to advancing University Hospitals’ mission. Each year a photo is taken to commemorate the Samuel Mather Society and their transformative impact in UH’s history.

Row 1: Grace Drusinsky, Steve McLaughlin, Jill McLaughlin, Nancy Harrington, Ron G. Harrington, Lydia Harrington, Ron M. Harrington, Eleanore Risman, Jackie Rothstein, Bob Risman, Bob Schneider, Cindy Schneider

Row 2: Tom Murdough, Joy Murdough, Barbara Ruhlman, Iris Wolstein, Manisha Sethi, Betty Rosskamm, Barbara Robinson, Bruce Goodman, Carole Carr, Fred C. Rothstein, MD

Row 3: Ann Asher, Bill LaPlace, Sylvia Reitman, Neil Sethi, Barbara “Joyce” Collins, Beverly Dahms, MD, Beth Curtiss, Pam Vaas, Kenn Ricci, David Carr

Row 4: Chris Hitchcock, Penny Greenberger, Bob Reitman, Shelly Adelman, Duane Collins, Jane Seidman, Lee Seidman, Kurt Karakul, Stephen Hoffman, Dick Pogue, Maxeen Flower, John Flower, PhD

Row 5: Bob Gries, Michael Eppig, MD, Tony Asher, Robert Eckardt, PhD, Mark Schwartz, Eleanor Schwartz, Jim Pender, Kathy Pender, Jim Brown, Connie Brown, Char Fowler, Dominic Visconsi, Bebe Weinberg, Tom Zenty III
Samuel Mather Society

We gratefully acknowledge our distinguished members of the Samuel Mather Society for cumulative (lifetime) giving of $1 million or more.

Samuel Mather (1851-1931), a renowned Cleveland industrialist, philanthropist and former University Hospitals Board Chairman and patient, was one of the most generous benefactors in the history of University Hospitals.

$1 MILLION+
Anonymous (6)
Sheldon G.* and Terry Adelman
Monte* and Usha Ahuja and Family
AmTrust Bank Philanthropic Foundation
The Andrews Foundation
Mr. * and Mrs. * Matthew Andrews
Mrs. Laura S. Baxter-Heuer
Mr. Michael A. Heuer
The Auxiliary of University Hospitals Case Medical Center
Bolton Foundation
Julian C.* and Fanny Hanna*
Bolton
BP America, Inc./Standard Oil of Ohio
Mary Jane and Jack Breen
Donald P. Bresticher*
Brian & Joe Rainbow Radiothon Britton Fund
Connie and Jim* Brown
Norma N. Chapman*
Children’s Miracle Network (CMN)
Circle of Friends Events
The Cleveland Foundation
Rosalie* and Morton A. * Cohen
The Lester E. and Kathleen A. Coleman Foundation
Kathleen A. Coleman
Duane E. and Barbara *Joyce* Collins
Harry Couly*
Mr. and Mrs. Thomas W. Cristal
Cystic Fibrosis Foundation
Drs. William T.* and Beverly B. Dahms
Mr. and Mrs. Don C. Dangler
The Dolan Family
Mr. and Mrs. Michael Drusinsky
Eaton Corporation
John and Sharon Ferchill Family
Mr. and Mrs. Terrence P. Fergus
The Figgie Foundation
Firman Fund
Mrs. Pamela Humphrey Firman*
Mr. and Mrs. Royal Firman III
Mr. and Mrs. Robert C. Webster, Jr.
Five Star Sensation
Dr. and Mrs. John A. Flower
Doris A. Flynn*
Mr. * and Mrs. * Daniel B. Ford
Foundation for Spine Research and Education
Charlotte and Charles Fowler Family Foundation
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Dr. Donald J.* and Mrs. Ruth W.* Goodman
Sally and Bob* Gries
John A.* and Marianne Millikin*
Hadden
Howard M. Hanna*
Howard Melville Hanna*
Leonard C. Hanna, Jr.*
M.A. Hanna Company/Hanna Mining Company
Mr. Edward Stephen Hankness*
The Harrington/McLaughlin Family Foundation
Mr. and Mrs. Ronald G.* Harrington
Mr. and Mrs. Ronald M. Harrington
Mr. and Mrs. Stephen M. McLaughlin
The John A. Hartford Foundation
John C. Haugh*
Sarah Cole Hirsh*
Mr. and Mrs. Leonard C. Horvitz
Mr. and Mrs. Richard* Horvitz
Virginia Hubbell*
George M. & Pamela S. Humphrey Fund
Mr. * and Mrs. * John G. Butler
Mr. and Mrs. Stephen T. Keefe
Frances W. Ingalls*
The Louise H. & David S. Ingalls Foundation
Louise H.* and David S.* Ingalls
The Ireland Foundation
Mrs. Louise Ireland Humphrey
Miss Kate Ireland
Mr. * and Mrs. * R. Livington Ireland
Mr. R. Livington Ireland III*
Mrs. Barbara M. Jacobs*
The Jewish Community Federation of Cleveland
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Donald and Ruth Goodman’s legacy continues to advance hope for discovery of a cancer cure at UH. In gratitude for the pioneering medical care that had saved his life, Dr. and Mrs. Goodman made a historic planned gift, today totaling $35 million, to support the new UH Cancer Hospital. Their gift was announced in 2005 and their extraordinary generosity will be recognized in the naming of the Dr. Donald J. and Ruth Weber Goodman Discovery Center for Clinical Research in the new UH Cancer Hospital. Throughout their lives, Dr. Goodman, a dentist, and Mrs. Goodman were pioneers who visited more than 250 nations and were among the first Americans to enter China and Tibet. They met tribes in Ghana and slashed through jungles in Borneo. In October 2000, Dr. Goodman suddenly collapsed and was admitted to UH Ireland Cancer Center. He became the first patient internationally to receive an aggressive drug, gemtuzumab ozogamicin (Mylotarg), as a first-line treatment for acute myelogenous leukemia. Twelve days later, he was leukemia-free and felt well enough to undertake an expedition to the North Pole in 2002. As a result of his experience at UH, he recognized the importance of clinical research. Dr. Goodman, who died in 2007, and Mrs. Goodman, who died in 2008, created a philanthropic trust in perpetuity at The Cleveland Foundation that is now estimated to have provided over $35 million in support of ongoing discovery at UH. “If I had been in any other hospital, and had any other physician, I would not be alive today,” Dr. Goodman said when the couple’s gift was announced. “We made this provision in our estate plan because we want other people to benefit from medical research as we have.” The Goodmans’ legacy will continue through the state-of-the-art Goodman Discovery Center, housed on the third floor of the new 375,000-square-foot UH Cancer Hospital opening in the spring of 2011. Here, all cancer patients participating in clinical trials will receive unparalleled care. The Goodman Discovery Center will include space for a research nursing team and a one-of-a-kind laboratory dedicated to managing biospecimens for clinical trials. “I couldn’t think of a more appropriate way to honor my parents than the naming of the Goodman Discovery Center,” says Bruce Goodman, a member of UH’s National Cancer Leadership Council and UH Harrington-McLaughlin Heart & Vascular Institute Leadership Council. “My father understood that participation in clinical trials is vital to advancing new cancer drugs. The Goodman Discovery Center will provide hope to families for generations to come through research and access to the newest cancer treatments.” The Goodmans’ granddaughter Kayleen McDowell also serves on the National Cancer Leadership Council at UH, representing her family’s third generation of advocacy for a cancer cure. “The night before my grandfather died, he said to me, ‘I am going to beat this.’ He knew the leukemia had already taken over his body, but he was able to beat the disease another way and that was to give,” says Mrs. McDowell. “Through giving, my grandparents have made it possible for thousands to have a chance for a cure and this legacy will live on for generations.”
Breen Family Donates $5 Million in Support of UH Breast Health Pavilion

Longtime UH board member John G. “Jack” Breen and his wife Mary Jane gave a $5 million gift to Vision 2010 in gratitude for the exceptional care their family has received at UH, in particular, the acclaimed breast health program which Mrs. Breen credits for saving her life. In recognition of their generosity, the Breen Breast Health Pavilion at UH will be named in their honor.

The gift was announced during a Dec. 18 ceremony celebrating Mr. Breen’s appointment as a UH Lifetime Director. Mr. Breen is only the second person to receive this elite honor in UH’s nearly 150-year history, joining George M. Humphrey II who was honored as a Lifetime Director in 2006.

“As a family, we want our philanthropic legacy to make a difference,” says Mrs. Breen, a member of the UH MacDonald Women’s Hospital Health Leadership Council. “We believe breast cancer can be cured through a combination of the right physician talent, a desire to improve quality of life for patients, and a focus on innovative new technology and therapies that result in early detection.”

Scheduled to open in spring 2011, the Breen Breast Health Pavilion will house a full range of breast health services integrated with UH MacDonald Women’s Hospital and UH Ireland Cancer Center. Tripling the current space for breast health services, the Breen Breast Health Pavilion will incorporate design elements such as consultation rooms with sofas and soft lighting where women can be as comfortable as possible while discussing treatment options with their physicians. Closely integrated with UH Ireland Cancer Center, patients will benefit from the most advanced breast cancer screening services and treatments provided by a multidisciplinary team of breast specialists, including surgeons, radiologists, oncologists, social workers, geneticists and behavioral health experts.

“UH has been vitally important to our family over the years and we wanted to honor and recognize the pre-eminent medical care we have received from countless UH physicians,” says Mr. Breen, former Chairman and CEO of The Sherwin-Williams Company and a UH board member since 1981. Their gift was made in honor of James Coviello, MD; Donald Goodfellow, MD; Joseph Jozic, MD; Lawrence Kent, MD; Matthew Kraay, MD; Janice Lyons, MD; Hermann Menges, MD; Marjie Persons, MD; Donna Plecha, MD; and Paula Silverman, MD.

Prentiss Foundation Supports Joint Replacement Center with $2.25 Million Gift

A $2.25 million gift from The Elisabeth Severance Prentiss Foundation supports the development of a state-of-the-art, patient-centered Center of Excellence in Joint Replacement led by Matthew Kraay, MD, Director of Joint Reconstruction and Arthritis Surgery at UH Case Medical Center, and Kingsbury G. Heiple, MD, and Fred A. Lennon Chair and Professor of Orthopaedic Surgery at CWRU School of Medicine. The Prentiss Foundation is the largest foundation donor in UH history, with more than 50 years of giving.

With private patient rooms and a range of amenities, the Center of Excellence in Joint Replacement will be housed in a newly renovated, 15,172-square-foot space in Lerner Tower at UH Case Medical Center. The center’s multimedia Patient & Family Education Resource Room and Physical Therapy Treatment Room will bear the Elisabeth Severance Prentiss name, honoring the foundation for its generous support.

Musculoskeletal problems, such as arthritis, are the leading cause of disability in the U.S., accounting for more than half of chronic conditions in people over the age of 50. In a given year, UH Case Medical Center performs over 1,400 joint replacement procedures. UH surgeons, including Dr. Kraay, are nationally recognized for their leadership in developing devices to reconstruct joints, fix broken bones, and treat orthopaedic problems in children and adults.

The Prentiss Foundation’s support enables Dr. Kraay and the UH Case Medical Center joint replacement team to continue to offer the highest-quality care available in a healing environment supporting patient and family needs.
We gratefully acknowledge the exceptional generosity of our Benefactor Society members, whose cumulative (lifetime) giving totals $25,000-$999,999. The society recognizes individuals, family foundations, special events, associations, corporations and foundations.

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Stroke Expert Cathy Sila, MD, Appointed to Humphrey Chair

Cathy Sila, MD, Director of the UH Neurological Institute Stroke and Cerebrovascular Center, Professor of Neurology at CWRU School of Medicine, and one of the nation’s foremost experts in stroke treatment and prevention, was named to the George M. Humphrey II Chair in Neurology. UH Neurological Institute friends celebrated the appointment on Feb. 9. Under Dr. Sila’s leadership, UH is the American Stroke Association’s official Cleveland partner for increasing stroke awareness through the Power to End Stroke initiative. The chair was established by a gift from longtime UH board member George M. Humphrey II and his family.

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Frohring Breast Imaging Suite Dedicated at UH Geauga Medical Center

The June 9 dedication of the Frohring Breast Imaging Suite at UH Geauga Medical Center drew more than 100 hospital friends, supporters and leaders. The suite is named in honor of the William O. and Gertrude Lewis Frohring Foundation, which contributed $300,000 to help bring state-of-the-art digital mammography technology and equipment to UH Geauga Medical Center. Frohring Foundation trustees attending the dedication were Glenn Frohring, President, Evelyn Frohring and William Falsgraf. Women in Geauga and surrounding counties now have convenient access to the latest breast imaging technology, as part of a comprehensive line of women’s health services.

Evelyn and Glenn Frohring and William Falsgraf
Nearly 25 years ago, nurse and nurse educator Charlene Phelps, MSN, RN, made her first gift to University Hospitals to support the Professional Nursing Education Fund, a program very close to her heart. In the years since, Ms. Phelps, former Senior Vice President for Nursing and Senior Vice President for Nursing Integration at UH, consistently made annual gifts to support the UH mission, which she exemplified during her long career here.

“Reimbursement received for hospital care only covers operating costs such as supplies, some technical systems and salaries,” says Ms. Phelps. “In order to truly advance patient care through research and new facilities, hospitals rely on philanthropy. I have always thought it was important to give back what little I could afford each time.”

Ms. Phelps’ close bond to UH began when she was pursuing her master’s degree at the Frances Payne Bolton School of Nursing at Case Western Reserve University. She was attracted to the academic medical center environment, where caregivers work side-by-side with researchers in the development of new and better treatments for patients.

Always committed to evidence-based practices, Ms. Phelps led many new initiatives to refine the hospital’s nursing care to better serve patients. One of her important achievements at UH was to move patients’ charts from a central nursing station to the bedside of each patient.

Ms. Phelps also held leadership positions at Frances Payne Bolton School of Nursing, including Assistant Dean of the Bachelor of Science in Nursing program.

After all of her years providing care, Ms. Phelps recently experienced being the patient while she was treated for breast cancer at UH Ireland Cancer Center. She says her care was exceptional and her nurses demonstrated the UH commitment to “doing for the patient what the patient would do for herself if she had the strength, the capacity.”

Over the years, Ms. Phelps’ generosity has supported many services across UH – from UH Ireland Cancer Center to UH Rainbow Babies & Children’s Hospital’s Child and Family Life Department – touching the lives of thousands of patients and families. She continues to passionately support efforts to advance nursing education and recently made an estate commitment to establish the first endowed nursing professorship to be shared by the Frances Payne Bolton School of Nursing at CWRU and UH Case Medical Center. This commitment earns Ms. Phelps another UH honor, membership in the Diamond Legacy Society.
2009 Annual Society

Annual giving is an important component of the overall philanthropic plan at University Hospitals, and affords all donors an opportunity to invest in a healthy future. We gratefully acknowledge those individuals and family foundations who gave $1,000 or more, and those special events, associations, corporations and foundations that contributed $5,000 or more in 2009.

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Jonathan Stamler, MD, Inaugural Holder of Reitman Distinguished Chair in Cardiovascular Innovation

At an Oct. 1 ceremony, Jonathan Stamler, MD, was named the inaugural holder of the Robert S. and Sylvia K. Reitman Family Foundation Distinguished Chair in Cardiovascular Innovation. A world-renowned physician-scientist, Dr. Stamler joined UH and CWRU School of Medicine in the fall of 2009 as founding director of the new Institute for Transformative Molecular Medicine, leading efforts to bring fundamental discoveries to the patient’s bedside. Dr. Stamler, Professor of Medicine and Biochemistry at CWRU School of Medicine, is internationally recognized for his pioneering studies revealing the fundamental role of the molecule nitric oxide, introducing a new class of therapies for many diseases. The Reitman Chair was created through a $1.5 million gift from the Reitman Family Foundation to UH and CWRU.

Bob Reitman, Jonathan Stamler, MD, and Sylvia Reitman
Cardiologist Carl Orringer, MD, Honored with Harrington-McLaughlin Chair

Carl E. Orringer, MD, Director of Preventive Cardiology at UH Harrington-McLaughlin Heart & Vascular Institute and a Professor at the CWRU School of Medicine, is the inaugural recipient of the Harrington-McLaughlin Chair in Preventive Cardiovascular Medicine. Dedicated on July 29, the chair advances early detection and prevention of cardiovascular disease – the number one cause of death in America today. Dr. Orringer, a recognized leader in cardiovascular medicine, launched the EDUCATE program at UH which uses an innovative calcium scoring test to determine a patient’s risk for heart attack and connects at-risk patients to appropriate follow-up care. The chair was created as part of the Harrington and McLaughlin families’ $22.6 million gift in 2008 to support UH’s cardiovascular programs.
Figgie Family Honors Cardiologist Barry Effron with $1 Million Gift

A $1 million gift from the Figgie Foundation created the Figgie Family Chair for Clinical Cardiovascular Excellence. The chair is held by Barry A. Effron, MD, Director of the Evaluation & Prevention Center at UH Harrington-McLaughlin Heart & Vascular Institute, and Associate Professor of Medicine at CWRU School of Medicine. Dr. Effron leads the institute’s efforts in the precise diagnosis of existing heart disorders and potential risk factors for cardiovascular disease.

The Figgie Foundation’s $1 million gift was augmented by a $500,000 match from The Harrington-McLaughlin Family Foundation. The Figgie Foundation, located in Pepper Pike, Ohio, was founded by Nancy and the late Harry E. Figgie Jr. Mrs. Figgie today serves as president of the foundation.

“We are inspired by the remarkable patient care that Dr. Effron has provided to our family and by the vision of the UH Harrington-McLaughlin Heart & Vascular Institute,” says Mrs. Figgie. “This was a meaningful way for our family to express gratitude for Dr. Effron’s compassionate, expert care and give back to the people of Cleveland and Northeast Ohio who will benefit from University Hospitals’ excellence for generations to come.”

In 1963, Mr. Figgie, a native Clevelander and World War II veteran, bought a Youngstown-based company and built it and other holdings into Figgie International, a multibillion dollar Fortune 500 company based in Willoughby, Ohio.
Terry Fergus Honors Wife Mary with $1 Million Gift

A $1 million gift from Terrence Fergus and his family created the Mary D. Fergus Endowed Chair in Maternal and Fetal Medicine. The chair honors Mr. Fergus’ wife Mary, a neonatal nurse for many years, and will be held by a leading expert in the Maternal-Fetal Care Center at UH. The Rainbow Babies & Children’s Foundation matched the Fergus family’s $1 million donation with $500,000.

The chair was announced during a dinner the Fergus family attended with Fred and Jackie Rothstein. Fred C. Rothstein, MD, Clinical Professor of Pediatrics at CWRU School of Medicine, is president of UH Case Medical Center and a pediatric gastroenterologist who treated the Ferguses’ son Nathan 27 years ago. Dr. Rothstein diagnosed Nathan’s condition and the Fergus family credits him for saving Nathan’s life. Nathan is now 29 years old and a practicing pediatrician in South Carolina.

“It is a great pleasure to give a gift in honor of my wife, Mary, for her many years of dedication, caring for the sickest of babies,” says Mr. Fergus. “Mary and I will always be grateful for the care our son received from Dr. Rothstein many years ago. With this gift, we are able to show our appreciation to those in positions like Mary and Dr. Rothstein.”

Combining the expertise of UH Rainbow Babies & Children’s Hospital and UH MacDonald Women’s Hospital, the Maternal-Fetal Care Center will deliver services ranging from the first doctor visit to postpartum care, ensuring the health of the mother and baby.
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Director of Neurological Outcomes Center Appointed to Willard W. Brown Chair

Martha Sajatovic, MD, Director of the UH Neurological Institute Neurological Outcomes Center, and Professor of Psychiatry at CWRU School of Medicine, was honored on Dec. 3 as the inaugural holder of the Willard W. Brown Chair in Neurological Outcomes. The chair was established through a combined gift from the Brown Family, The Louise H. and David S. Ingalls Foundation, Leigh H. Perkins, and the George M. Humphrey II Endowed Chair Challenge. Named in honor of the former UH board member and local business leader, the Willard W. Brown Chair will support Dr. Sajatovic’s innovative work leading one of the first outcomes-based neurological research centers in the U.S.
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(CMN) Children’s Miracle Network Sponsor
Third Federal Foundation’s $1 Million Gift Expands House Call Program

A $1 million gift from the Third Federal Foundation is increasing access to health care for homebound seniors in Cleveland’s historic Slavic Village neighborhood. Chronic Care Comes Home brings UH physicians and nurses into the community to provide high-quality primary care, compassionate support, and assessment of common safety concerns for homebound older adults.

“Slavic Village has been home to Third Federal’s headquarters since our founding in 1938,” says Kurt Karakul, Executive Director of the Third Federal Foundation. “Many seniors in Slavic Village have chosen to remain in their homes in a community they know and love. Their presence offers stability to the neighborhood, but as this group ages, they face issues that threaten their ability to remain in their homes.”

Chronic Care Comes Home is an expansion of UH’s successful Medical House Call Program, serving over 200 senior adults each year since its founding in 2005. Thanks to the support of the Third Federal Foundation, the program is reaching even more seniors in Slavic Village and establishing important community partnerships with organizations, including Meals on Wheels, the Golden Age Centers and local churches.

The gift was announced during a June 24 reception at Third Federal. Third Federal Savings & Loan was founded in 1938 by Ben and Gerome Stefanski and today is led by their son, Marc A. Stefanski, Chairman and CEO.

2009 ANNUAL SOCIETY SPECIAL EVENTS

FOUNDERS
$25,000+
- American Girl Fashion Show
- Comics For Kids
- Five Star Sensation
- Howard Hanna Choo Choo
  Chow Chow Luncheons
- Lisa’s Legacy 5K Run/Walk
- Miracles Happen 5K Run/Walk
- Miracles Happen Henessy Gala
- Miracles Happen Hyland Gala
- The 26th Annual Rainbow Golf Classic
- A Spark of Hope
- WDKO Rainbow Radiothon
- The 6th Annual Bert L. Wolstein Legacy Golf Tournament

PACESETTERS
$10,000-$24,999
- Auto Show Charity Gala – Miracles Happen
- Bowling for Babies
- Bratenah Circle California Wine Tasting
- Driving Home a Cure for PKD
- Emily’s Rainbow Run
- Grand Valley Hunt Club – SafeKids Sporting Clay Charity Shoot
- Robert C. Klaiber Golf Outing
- Miracles Happen F.O.E. Benefit
- Northern Ohio Italian American Golf Outing
- One Night at The Boneyard
- RBC Holiday Mocktail Party
- Secret Service “Jukebox” Charity Golf Outing
- Shake, Rattle & Roll...For the Babies!
- Spirit of Children
- Thompson Drag Raceway – Race for Rainbow
- Walk Away Parkinson’s
- Brian Werbel Memorial Golf Outing
- Wicked Rocks! – Benefiting the Brian Werbel Memorial Fund

GRAND PATRONS
$5,000-$9,999
- Audi Quattro Cup Tournament
- Cleveland’s Most Photogenic Baby Contest
- Eastlake Go Kart Race
- Edgewater Wine Tasting
- Emily’s Hopeful Holiday
- General Electric Golf Outing
- Gingerbread Angels
- Ron Kornblut Memorial Golf Outing
- Brynn Monahan Charity Open
- NEOMTA Piano Playathon
- Northeast Ohio Autism Group’s Rock the Puzzle
- The Ohio Corporate Cup Golf Tournament
- Chuck Ricci Memorial Golf Outing
- Shaker Square Cinemas
- Movie Premier Benefit
- Sips & Dips on 6th
- Swagelok Charity Casino Night
- Tri-ing for Children’s Triathlon
We gratefully acknowledge the following individuals who have made an estate, endowed or other planned gift to University Hospitals. Charitable gift planning provides an opportunity to make a meaningful commitment, maximize philanthropic objectives and receive important tax benefits.

Diamond Legacy Society

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Murray Family’s Gift Honors Renowned Audiologist Gail Murray

Hoyt Murray and his family gave $1 million to advance professional audiological education through the biennial Gail S. Murray, PhD Symposium. The gift honors Mr. Murray’s wife, Gail S. Murray, PhD, CCC-A, a renowned audiologist whose service at UH Case Medical Center and UH Rainbow Babies & Children’s Hospital spans 25 years.

“I am just so proud of Gail and the work that she has accomplished at University Hospitals,” says Mr. Murray. “She has truly made a difference in the lives of countless patients of all ages with hearing impairments. I wanted to honor her for all the outstanding work she has contributed during the course.”

Audiologists diagnose and treat patients with hearing, balance and related ear problems. Hearing loss is a serious health concern in the U.S., where more than two million people are severely or profoundly deaf – defined as having 90 percent hearing loss in both ears.

Dr. Murray’s expertise is in central auditory processing, cochlear implantation and working with developmentally challenged children. She serves as Director of Audiology Services at UH Case Medical Center and is Clinical Director of the Cochlear Implant Program. She also is an Associate Professor in the Department of Otolaryngology-Head and Neck Surgery at CWRU School of Medicine with a secondary appointment in the Department of Pediatrics.
PHILANTHROPIC TRUSTS IN PERPETUITY

From as early as 1890, visionary benefactors have established trusts in perpetuity that currently provide nearly $8 million annually to support University Hospitals. These enduring gifts make a difference in the lives of our patients and families and will continue to support our mission for generations to come.
We gratefully acknowledge the following individuals whose philanthropic planning benefited University Hospitals through their realized estates in 2009.

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Please note:
Institutional Relations & Development has made every effort to ensure the completeness and accuracy of the 2009 Report on Philanthropy. Please call 216.983.2200 regarding any omissions or misspellings, and accept our sincere apologies. Thank you for your commitment to University Hospitals.
Horvitz Family Adds to Support of Pediatric Emergency Centers

“Our family is proud to have Marcy’s legacy continue through the pediatric emergency department at UH Ahuja Medical Center,” says Leonard Horvitz, who with his wife Joan are among only a few families to be recognized as Honorary Directors of UH. “It is exciting to witness the construction of this state-of-the-art hospital, which will provide an important service to Cleveland’s growing eastern suburbs – benefiting our family, neighbors and the community.”

Opening to patients in early 2011, the Marcy R. Horvitz Pediatric Emergency Center at UH Ahuja Medical Center will expand community access to the high-quality pediatric emergency care for which UH Rainbow Babies & Children’s Hospital is renowned. Key features include a separate pediatric waiting room to maximize family comfort, six private treatment rooms and in-house laboratory and radiology services.

“Marcy loved children and knew how stressful a trip to the emergency room could be for parents and loved ones, as well as the child,” said Richard Horvitz, who has been a UH Director since 1996. “The new pediatric emergency centers in University Circle and Beachwood will provide the superior care our community trusts from Rainbow.”

For nearly 30 years, the Horvitz family has helped advance health care for Northeast Ohio’s children, contributing more than $15 million, including a significant contribution toward the 1997 construction of the Leonard and Joan Horvitz Tower at UH Rainbow Babies & Children’s Hospital.

Miracles Happen Benefits Bring Hyland Breast Cancer Chair to $1 Million

Two sell-out benefits in the fall garnered more than $500,000 for advanced breast cancer research at UH Ireland Cancer Center, bringing the total raised for the Diana M. Hyland Chair for Metastatic Breast Cancer to $1 million. On Sept. 11, Westlake residents Rebecca and Sean Hennessy co-hosted the first Westside Miracles Happen benefit at St. Clarence Pavilion in North Olmsted, raising over $150,000 for the Hyland Chair. On Oct. 24, the second annual Miracles Happen Gala at Shaker Heights Country Club netted over $350,000. The gala was founded by Edward J. “Ned” Hyland and family in memory of his wife, Diana, who lost a valiant battle to breast cancer on Oct. 27, 2008. The Diana M. Hyland Chair for Metastatic Breast Cancer furthers innovative research in metastatic breast cancer by focusing on new theories, trials and treatments aimed at managing the disease, extending lives and ultimately leading to a cure.
Pioneering Morley-Mather Neuropsychiatry Chair Created

The Morley-Mather Chair in Neuropsychiatry has been established through generous support totaling $1.5 million. This includes a lead commitment from the John C. and Sally S. Morley Foundation and John and Sally Morley, as well as support from the Elizabeth Ring Mather and William Gwinn Mather Fund, the S. Livingston Mather Charitable Trust, and a Humphrey Challenge match.

The Morley-Mather Chair will enable the recruitment of a pre-eminent leader to build on the unique synergies between the UH Department of Psychiatry and UH Neurological Institute.

“Sally and I see this chair as an investment in clinical research, discovery, and the application of new understandings in neuropsychiatry,” says John Morley. “This chair will provide a better understanding into the broad range of mood disorders, and depression in particular, and accelerate more effective therapies for patients.”

As longtime UH Directors and community mental health advocates, John Morley and Ted McMillan, advisor to the S. Livingston Mather Charitable Trust, played a leading role in this chair’s creation. Both Mr. Morley and Mr. McMillan and their families have long advocated for improved services and treatment for those suffering from mental illness throughout Northeast Ohio.

“The ever-increasing understanding of how the brain works along with the ongoing advances in imaging make this the right time and place for such a critical investment,” Mr. McMillan notes. “Our family’s commitment to mental health services dates back to my great-grandfather, Samuel Mather, and we are pleased to carry on this commitment to this day.”

Diamond Celebration Luncheon Honors UH Benefactors and Ambassadors

The fourth annual Diamond Celebration Luncheon at The Ritz-Carlton in Cleveland on Sept. 10 attracted more than 170 attendees, honoring members of the Diamond Legacy Society and Diamond Advisory Group of UH. William E. Karnatz Sr., Esq., Perry & Karnatz LLC, a longtime UH Director, charter member of the original Estate Advisory Council, and benefactor, was honored with the Distinguished Advisor Award for his outstanding service as a UH ambassador and his prominent role in many significant planned gifts to UH. Malcolm Zucker and his late wife, Helene, of Lyndhurst were honored with the Distinguished Diamond Award, recognizing their inspiring generosity which includes several charitable gift annuities supporting University Hospitals and UH Rainbow Babies & Children’s Hospital, where their generosity helped create the Andrew Uhrman Activity Center, named in memory of their great grandson.
Adolescent and Young Adult Cancer Specialist Joseph Matloub, MD, Named to Angie Fowler Chair

Joseph H. Matloub, MD, Director of Pediatric Hematology/Oncology, was appointed the inaugural holder of the Angie Fowler Chair in Adolescent and Young Adult Cancer Research in November. Dr. Matloub specializes in treating children and young adults with leukemia and lymphoma. The chair was established through a $1.5 million gift from Char and Chuck Fowler in memory of their daughter, Angie, who they lost over 25 years ago to melanoma when she was 14. The Fowlers’ gift also established the Angie Fowler Adolescent and Young Adult Treatment Suite, which will be located in the new pediatric cancer outpatient space being built at UH Rainbow Babies & Children’s Hospital.

Rainbow Surgeon Edward Barksdale, MD, Honored with Izant Chair

Edward M. Barksdale Jr., MD, Division Chief, Pediatric Surgery, was honored on Nov. 11 as the inaugural holder of the Robert J. Izant Jr., MD, Chair in Pediatric Surgery. The chair was established through a lead gift from the DJ Foundation and named for the founder of UH Rainbow Babies & Children’s Hospital’s Division of Pediatric Surgery. Dr. Barksdale, Professor of Pediatric Surgery at CWRU School of Medicine, is a renowned pediatric surgeon specializing in innovative procedures for children with complex conditions. He played an essential role in helping design the Rainbow Flex Surgical Bed for Neonates, the world’s first surgical table designed just for neonatal and newborn surgeries and now housed in the Quentin & Elisabeth Alexander Neonatal Intensive Care Unit.

Andrew Sloan, MD, Honored With Cristal Chair in Neurosurgery

A Nov. 23 celebration honored Andrew Sloan, MD, Director of the Brain Tumor and Neuro-Oncology Center, who was appointed inaugural holder of the Peter D. Cristal Chair in Neurosurgery. The chair was generously established by Thomas W. Cristal and his family in memory of Mr. Cristal’s late son who had brain cancer. The Cristal family has a long affiliation with UH and members currently serve on the UH National Cancer Leadership Council, UH Neurological Institute Leadership Council, and Rainbow Babies & Children’s Foundation Board of Directors. Dr. Sloan specializes in novel treatments for glioma brain tumors and is a sought-after surgeon by patients from around the globe. Among his numerous research accomplishments, Dr. Sloan is developing one of the first vaccines aimed at preventing recurrence of glioblastoma, among the most common and virulent brain cancers.

Char Fowler, Joseph Matloub, MD, and Chuck Fowler
January

UH Reaches Out to Nearly 800 Friends in South Florida

Nearly 800 friends and benefactors spending their winter in South Florida attended UH events and meetings during the January outreach in the Sunshine State. With a theme of “Close to Your Heart,” the outreach activities highlighted UH Harrington-McLaughlin Heart & Vascular Institute, with events in Naples, Palm Beach and Key Largo. The Harrington and McLaughlin families were recognized for their historic $22.6 million gift to UH. Attendees heard presentations on exciting discoveries, innovations and advances in cardiovascular medicine at UH, as well as a Vision 2010 update from Thomas F. Zenty III, CEO of UH. A special thanks to Kenn Karakul and James Held who hosted a well-attended Palm Beach event at their home.

March

Community Celebrates Opening of Quentin & Elisabeth Alexander NICU

During a series of opening celebration events on March 26-30, nearly 3,000 community members toured the new Quentin & Elisabeth Alexander Neonatal Intensive Care Unit at UH Rainbow Babies & Children’s Hospital. The Alexander NICU is named in recognition of a historic $10 million gift in support of UH’s Vision 2010 strategic plan from The Elisabeth Severance Prentiss Foundation, of which Quentin and Elisabeth Alexander have been longtime trustees. Honored guests included the Alexanders and other Prentiss Foundation trustees, the many generous benefactors who made this state-of-the-art facility possible, and NICU “graduates” and their families.

Fred Rothstein, MD, Tom Zenty, Kenn Karakul and James Held

Quentin “Q” Alexander with his wife, Elisabeth “Betty”
April

Emily's Rainbow Run: A Circle of Friends Event for Pediatric Cancer Research

The first annual Emily's Rainbow Run, named for the spirited Emily Lewis, surpassed expectations, drawing over 600 runners and raising more than $10,000 for pediatric cancer research at UH Rainbow Babies & Children's Hospital. At just 9 years old, Emily was diagnosed with a rare type of childhood kidney cancer called Wilms tumor. Driven to help advance a cure for pediatric cancer, her mother, Debbie Lewis, and Cathy Milowicki organized Emily's Rainbow Run, a Circle of Friends Event.

Race day, held Apr. 26, was a very special occasion for Emily, who walked the two-mile route and then cheered runners as they crossed the finish line. Always positive throughout her numerous treatments, Emily lost her battle to cancer in August. The Emily's Rainbow Run will continue the quest to support new cures for childhood cancer.

Founded in 2002, Circle of Friends provides the voice and structure for those who volunteer their time, talents and financial assistance in support of UH Rainbow Babies & Children's Hospital. To date, over 200 circles have been organized, raising approximately $3 million for UH Rainbow Babies & Children's Hospital.

May

New Dialysis Space Opens at UH Extended Care Campus

On May 31, community members and leaders celebrated the opening of a new space for the Center for Dialysis Care at the UH Extended Care Campus in Chardon. The renovation was supported by an $800,000 gift from grateful patient Harold Davis and his wife Donna, through the Harold H. Davis Trust. Designed to enhance patient comfort and incorporate the surrounding natural landscape, the new space for the Center for Dialysis Care features 12 stations with heated dialysis chairs, patient-side flat panel televisions and wireless Internet access, and large windows allowing an abundance of natural sunlight and views of the exterior gardens.
June

Five Star Sensation Raises $1.6 Million for Cancer Programs

“Chef to the Stars” Wolfgang Puck headlined another memorable Five Star Sensation, attracting a sell-out crowd of over 1,800 who helped raise over $1.6 million for UH Ireland Cancer Center. The benefit was held on June 13 near the site of UH Ahuja Medical Center in Beachwood. Attendees sampled delicacies prepared by more than 70 premier chefs and vintners from across the continent, as well as Hawaii and Japan. Since the first benefit in 1987, Five Star Sensation has raised over $12 million in philanthropy for UH Ireland Cancer Center supporting community cancer screenings, cancer information services, public education programs and translational research. This year’s Five Star Sensation was once again presented by Huntington National Bank. A special thank you goes to chairs Carole and David Carr and corporate chair Jerry Kelsheimer, president of Huntington National Bank’s Northern Ohio Region.

Carole Carr and Wolfgang Puck

July

Wolstein Legacy Golf Tournament Supports Pediatric Cancer Research

The sixth annual Bert L. Wolstein Legacy Golf Tournament, held on July 31, raised nearly $200,000 for pediatric cancer research at the Iris S. and Bert L. Wolstein Research Building of University Hospitals and Case Western Reserve University. Organized by Iris S. Wolstein to honor the philanthropic legacy of her late husband Bert, the Bert L. Wolstein Legacy Golf Tournament advances Mrs. Wolstein’s commitment to supporting world-class research and economic revitalization in Cleveland, raising over $700,000 to date. It has been nominated as the top charitable golf event in Ohio. The Iris S. and Bert L. Wolstein Research Building is named in honor of the Wolsteins’ historic $25 million gift to University Hospitals and Case Western Reserve University. The seventh annual Bert L. Wolstein Legacy Golf Tournament will be held July 30, 2010, at the Glenmoor Country Club & Resort.
August

Rainbow Golf Classic Raises $150,000

One of the region’s premier charity golf tournaments, the 26th annual Rainbow Golf Classic attracted over 140 golfers and raised nearly $150,000 for UH Rainbow Babies & Children’s Hospital. Held Aug. 31 at the Kirtland Country Club, the golf classic is a collaboration between the Rainbow Babies & Children’s Foundation and UH’s nationally acclaimed children’s hospital. To date, the Rainbow Golf Classic has raised over $3 million. Co-chairing this year’s event were Julie Tutkovics and Karen Dolan, Rainbow Babies & Children’s Foundation co-chairs, and Don Misheff, Northeast Ohio Managing Partner for Ernst & Young, and Clarke Jones, Senior Vice President and Global Director for golf clients at IMG, corporate co-chairs.

October

Funky Winkerbean Fans Race for Cancer Cure

The inaugural Lisa’s Legacy 5K Run/Walk brought together nearly 400 fans of Tom Batiuk’s nationally syndicated comic strip, Funky Winkerbean, to support UH Ireland Cancer Center. Held on Oct. 18 in University Circle, the run/walk raised more than $26,000 for cancer research and community education programs through the Lisa’s Legacy Fund. The race and fund are named in honor of Mr. Batiuk’s fictional character Lisa Moore, who lost her battle with breast cancer. On the day of the race, newspapers across the country printed a special Funky Winkerbean strip in which characters participated in the Lisa’s Legacy 5K Run/Walk. A special thank you goes to lead sponsor Multi-Care Management and its President, Mort Weisberg.

November

Rainbow Radiothon Inspires $325,000 in Community Support

The 7th Annual Rainbow Radiothon raised $325,000 for Children’s Miracle Network programs at UH Rainbow Babies & Children’s Hospital. This year 102.1 WDOK and Trapper Jack, Terry Moir and Jim “Infoman” McIntyre hosted two inspiring 12-hour broadcasts on Nov. 12 and 13. Nearly 1,000 community members called in to share their own miracle stories and support UH’s premier children’s hospital. Since its inception in 2003, the Rainbow Radiothon has inspired nearly $2.5 million in donations from the community for family and child life programs at UH Rainbow Babies & Children’s Hospital, providing that extra level of care and comfort to patients and their families during their time at the hospital.
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University Hospitals Rainbow Babies & Children’s Hospital
University Hospitals MacDonald Women’s Hospital
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University Hospitals Geauga Medical Center
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Nathan Levitan, MD
University Hospitals Ireland Cancer Center
Sean McKibben
University Hospitals Bedford Medical Center
Fred C. Rothstein, MD
University Hospitals Case Medical Center
University Hospitals Locations

Serving the community at locations throughout Northeast Ohio

**University Hospitals Medical Centers**
- University Hospitals Case Medical Center
- University Hospitals Ireland Cancer Center (new freestanding Cancer Hospital opening for patients in early 2011)
- University Hospitals MacDonald Women's Hospital
- University Hospitals Rainbow Babies & Children’s Hospital
- University Hospitals Ahuja Medical Center (Beachwood) (opening for patients in early 2011)
- University Hospitals Bedford Medical Center
- University Hospitals Conneaut Medical Center
- University Hospitals Geauga Medical Center
- University Hospitals Geneva Medical Center
- University Hospitals Richmond Medical Center
- University Hospitals Extended Care Campus (Chardon)

**University Hospitals Joint Venture Hospitals**
- Southwest General Health Center (Middleburg Heights)
- St. John Medical Center (Westlake)

**University Hospitals Ambulatory Facilities**
- UH Bainbridge Health Center
- UH Bedford Medical Office Building
- UH Berea Health Center
- UH Bolwell Health Center at UH Case Medical Center
- UH Chagrin Highlands Health Center (Orange Village)
- UH Chardon Health Center
- UH Chesterland Health Center
- UH Concord Health Center
- UH Euclid Health Center
- UH Foley ElderHealth Center (Beachwood)
- UH Geneva Medical Office Building
- UH Hudson Health Center
- UH Landerbrook Health Center (Mayfield Heights)
- UH Landerbrook II (Mayfield Heights)
- UH Madison Health Center
- UH Mantua Health Center
- UH Mayfield Village Health Center
- UH Medina Health Center
- UH Mentor Health Center
- UH Otis Moss Jr. Health Center (Cleveland)
- UH Rock Creek Health Center
- UH Rockside Health Center (Bedford)
- UH Sharon Health Center
- UH Twinsburg Health Center
- UH University Suburban Health Center (South Euclid)
- UH Westlake Health Center

**University Hospitals Outpatient Surgery Centers**
- UH Mentor Surgery Center
- UH Westlake Surgery Center
- UH Zeeba Surgery Center (Lyndhurst)

**University Hospitals Urgent Care Centers/Rainbow Urgent Care**
- UH Chagrin Highlands Health Center (Orange Village)
- UH Chesterland Health Center
- UH Concord Health Center
- UH Mentor Health Center
- UH Twinsburg Health Center
- UH Westlake Health Center

**University Hospitals Ireland Cancer Center Community Locations**
- UH Chagrin Highlands Health Center (Orange Village)
- UH Geauga Medical Center (Chardon)
- UH Landerbrook Health Center (Mayfield Heights)
- UH Westlake Health Center

**Affiliated locations:**
- UH Ireland Cancer Center at Firelands Regional Medical Center (Sandusky)
- Lake University Hospitals Ireland Cancer Center (Mentor)
- UH Ireland Cancer Center at Southwest General Health Center (Middleburg Heights)
- UH Ireland Cancer Center at Trumbull Memorial Hospital (Warren)

**Additional University Hospitals Services**
- UH Hanna House Skilled Nursing & Rehabilitation Center
- UH Outpatient Rehabilitation Services
- UH Corporate Health
- UH Home Care Services