

2017 Community Benefit Report

The science of health.
The art of compassion.



What is Community Benefit?¹

UH demonstrates commitment to the community through organized and sustainable community benefit programs that provide free and discounted care to those unable to afford health care; care to under-resourced beneficiaries of Medicaid and other government programs; and services designed to improve community health, increase access to health care, and train the next generation of medical professionals. UH follows very strict IRS guidelines in determining what counts as community benefit.

Community Health Improvement

\$24 Million. Our outreach programs provide no-cost health screenings and help thousands of people understand their health, ways to improve and maintain it, and resources available. We also invest in the community's health by supporting health-related community causes and selected organizations that boost prosperity, which correlates to health.³

Education and Training

\$77 Million. UH elevates standards of health care here and elsewhere by preparing future generations of caregivers. Approximately 1,200 physician residents and fellows train here each year, along with thousands of nurses and other health professionals. We reach into our local community to teach lifesaving techniques and to inspire young people to pursue healthcare careers.³

Research

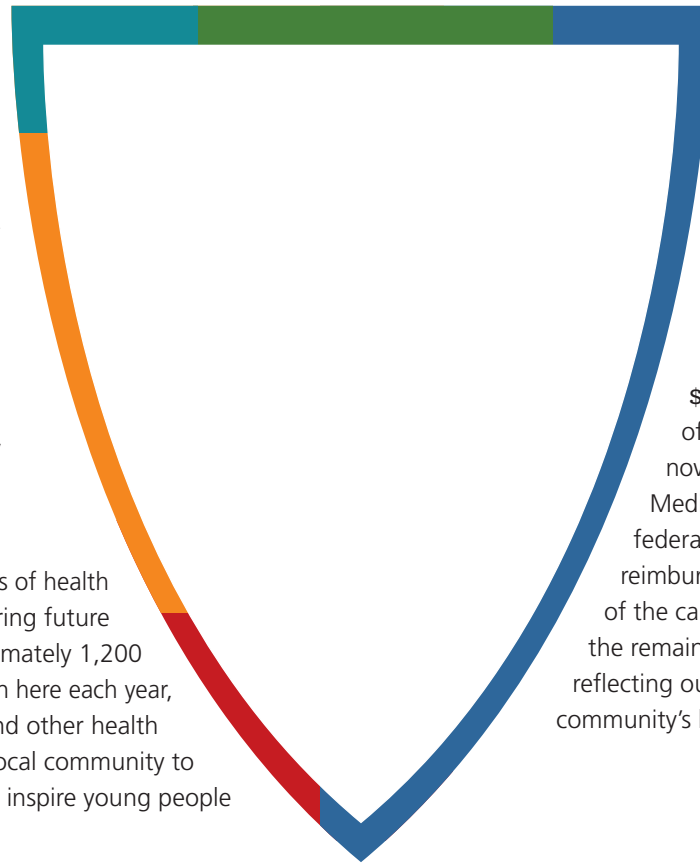
\$37 Million. UH serves our community in its broadest sense by engaging in and funding clinical research. In conjunction with Case Western Reserve University School of Medicine and private-sector healthcare companies, our professionals elevate care standards and develop new ways to diagnose, prevent, treat and cure diseases and injuries.³

Charity Care

\$43 Million. Some of our neighbors, through no fault of their own, lack the means to pay for essential health care. Throughout our history, UH has always provided care without regard to ability to pay.

Medicaid Shortfall

\$144 Million. Thousands more of our under-resourced neighbors now qualify for Ohio's expanded Medicaid coverage, yet the state-federal health-insurance program reimburses providers for only a portion of the care they provide. UH underwrites the remainder of these patients' bills, reflecting our commitment to our community's health.²



¹ UH's gross community benefit investment for 2017 was \$371 million.

² Under Internal Revenue Service Guidelines, we subtracted \$20 million from Medicaid Shortfall to reflect net funding recorded from the federal Hospital Care Assurance Program.

³ We subtracted \$26 million in restricted grant funding from outside organizations from Education and Training, Research and Community Health Improvement, as required by IRS reporting guidelines for nonprofit hospitals.



The science of health.
The art of compassion.

INCREASING OUR COMMUNITY IMPACT

\$325 Million Last Year
\$2.63 Billion Over Last Decade

\$304 Million. 2016

\$275 Million. 2015

\$266 Million. 2014

\$240 Million. 2013

\$241 Million. 2012



Thomas F. Zenty III, Chief Executive Officer, University Hospitals; Aparna Bole, MD, Director, Community Integration, UH Rainbow Babies & Children's Hospital; Tenisha Gaines, Centering Pregnancy Program Manager, UH Rainbow Center for Women & Children; Heidi L. Gartland, Vice President, Government & Community Relations; and Patti DePompei, RN, MSN, President, UH Rainbow Babies & Children's Hospital and UH MacDonal Women's Hospital

Dear Friend,

Since our founding in 1866, University Hospitals has served an active and integral role in Northeast Ohio, providing comprehensive health care to our neighbors while creating programs aimed at overall community health improvement. UH's vision statement, *Advancing the Science of Health and the Art of Compassion*, illustrates our commitment to pioneering research, elevating the standards of care and delivering the highest quality of care in the most compassionate way possible.

Most recently this was exemplified by the opening of a new model of care in the heart of Cleveland, Ohio – the UH Rainbow Center for Women & Children. This center applies evidence-based research to address social, economic and environmental factors that influence health by integrating medical care with behavioral and social services. In doing so, UH aims to close the healthcare disparity gap prevalent in many urban communities. Moving the needle on health equity requires collaboration and the good news is that we aren't doing this alone.

More than 70 stakeholders representing 35 different organizations – including the newly formed and highly active Community Advisory Board – collaborated with us to design this center and pledged their continued support. Enjoying good health is a complex challenge that requires comprehensive approaches. We are extremely grateful to those who share our passion to make a difference and help our families grow healthier.

Our community commitment is also demonstrated through our efforts in addressing the opioid epidemic. We are joining with our local health system peers to share best practices, promote policy change and increase prevention efforts as part of the Northeast Ohio Hospital Opioid Consortium. At UH, we're taking an aggressive approach to enhance the safety of opioid prescribing through education, awareness and accountability.

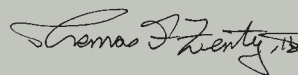
In fact, to provide our patients with a holistic approach to managing their pain, we created the UH Pain Management Institute. Opioids remain a valid option for many patients, but we also want to ensure responsible usage and provide evidence-based alternative treatments.

In addition to these examples, our contributions to Northeast Ohio include educating individuals about ways to prevent illness and achieve better health, providing highest-quality health care regardless of ability to pay, researching new and better ways to treat diseases and educating the next generation of healthcare providers.

In 2017, University Hospitals contributed more than \$325 million to these community benefit programs and services, including \$43 million in charity care. The organization's total contribution represents 8.8 percent of our net patient revenue.

We also make a substantial impact in our community as one of Northeast Ohio's top employers, as a leader in diversity initiatives and through our major investments that enable medical innovation and facility expansion, providing our neighbors with the best in health care.

This 2017 UH Community Benefit Report showcases several ways in which we contribute. Our commitment is unwavering, and we are honored to serve our community.



THOMAS F. ZENTY III
CEO
University Hospitals



HEIDI L. GARTLAND
Vice President, Government &
Community Relations
University Hospitals



Rainbow Center for Women & Children



Community Health Improvement

UH Rainbow Center for Women & Children

The New Model of Community Health Care

Expanding the concept of traditional hospital-based medical care to include addressing the overall health and wellness of the community, UH Rainbow Center for Women & Children provides an oasis of health care, education and support for families in the heart of Cleveland's vibrant and inclusive MidTown neighborhood. Along with necessary healthcare delivery for women and children, the 40,000-square-foot, three-story, urban center addresses health disparities and social determinants of health that affect wellness. The incorporation of sustainable design principles ensures a green, healthy building for patients and staff. Planning for the center began in 2011 and continued through 2017 up to its opening in July 2018.

Patti DePompei, RN, MSN, President, UH Rainbow Babies & Children's and UH MacDonald Women's hospitals, and Aparna Bole, MD, Director, Community Integration, UH Rainbow Babies & Children's Hospital, enlisted neighborhood residents; local organizations, representing education, housing and public health; faith-based organizations; and community development corporations to form the Community Advisory Board to determine what medical care and social programs are at the center. The center brings together, in one convenient location, OB/GYN, pediatric primary care and adolescent healthcare services, plus social services to make it easier for area residents to lead healthier lives. In addition, education and advocacy are at the core of the center's mission, and it is a primary site for training the next generation of pediatric and OB/GYN clinicians.

Programs and services include:

- Integrated mental and behavioral health services
- Nutrition education and healthy food programs, including counseling provided by dietitians
- OneSight, a full-service vision clinic
- Dental screening and cleaning
- Medical-legal partnership
- WIC (Women, Infants, and Children) office
- Pharmacy
- Child care room when mothers are receiving medical care (provided in partnership with Ronald McDonald House)

UH Response to the Opioid Crisis

Every 10.7 minutes, someone in the U.S. dies from an opioid overdose, which includes prescription painkillers and illegal, synthetic opioid drugs. In 2017, drug overdose deaths in Ohio rose 39 percent from the previous year, compared to the nearly 7 percent increase across the nation.¹ Ohio, considered by many to be the epicenter of the epidemic, is also looked to for answers as to how to win this war.

In fact, a community-wide action plan served as the impetus for the area's hospital CEOs to examine the epidemic from the healthcare perspective. In 2016, UH joined with other area health systems and The Center for Health Affairs to create The Northeast Ohio Hospital Opioid Consortium – a unique hospital system-based and physician-led collaborative chaired by UH VP of Clinical Integration Randy Jernejcic, MD. The consortium's goal is to share and implement evidence-based practices, promote policy changes and increase prevention efforts.

Building on this momentum, UH launched a holistic, multi-tiered approach to make the conversation about more than just opioids, and rather about how to treat patients who still have pain – whether physical pain, psychological pain or a combination of both. The UH Pain Management Institute brings together providers throughout the UH system and across multiple disciplines including primary care, internal medicine, anesthesiology, surgery, emergency medicine, pediatrics, psychiatry, pain management and the UH Connor Integrative Health Network to optimize patient care.

The UH approach not only spans multiple practice disciplines, but serves as an end-to-end model from provider prescribing education, to comprehensive inpatient and outpatient care, to referral services into the community. The mantra for the institute: maximize function and minimize risk for patients living with pain. Jeanne Lackamp, MD, a consultation-liaison

psychiatrist, serves as Director of the UH Pain Management Institute and is clear that opioids still serve as a necessary pain management option for some patients.

Prevention emanates from effective education, which is why UH strategically focused on provider education as a first priority. Over the past several months more than 100 events were held system wide to educate providers on safe, responsible prescribing practices. To reinforce accountability and the importance of changing the prescribing culture, even UH's Board and senior leaders engaged in educational programs. UH also facilitates clinician education for community providers, sponsoring events such as the UH Connor Integrative Health Symposium and the Pediatric Pain and Palliative Care Week. Additionally, as a member of the Cuyahoga County Task Force, UH holds community outreach events, including safety fairs to educate the community on opioid awareness.

Technology plays a pivotal role in UH's strategy. Given the complexity of pain management and the challenges in complying with newer regulatory requirements, UH rolled out a comprehensive Controlled Substance Toolkit, giving providers readily accessible UH prescribing guidelines, FAQs and documentation tools. We then implemented many of these documentation templates into point-of-care technology to help guide providers through patient discussions. Additionally, we integrated our Electronic Medical Record system with the Ohio Automated RX Reporting System (OARRS). Healthcare providers are expected to adhere to specific opiate prescription requirements. Now, with one click, UH clinicians can more easily see information about a patient's prior use of controlled substances before issuing a prescription. The new UH Care Continues platform supports patients as they transition out of the hospital, providing opioid surveillance and tracking in real time. For patients who have

been prescribed an opioid, the system has algorithms to prompt the care coordination team to evaluate patient pain needs and risk factors for addiction or opioid-use disorder and then confirms appropriateness with the prescriber. The platform also facilitates care navigation to alternative, non-pharmacologic pain treatment modalities, such as acupuncture or massage therapy.

UH's comprehensive treatment model aims to prevent overuse and misuse of opioids through education, and aims to appropriately manage patient pain in and out of the hospital. Patients with pain are at risk for becoming addicted to opioids, and they are also at risk for concurrent mental health conditions, such as anxiety and depression. UH offers addiction services across the system, as well as behavioral health specialty care when needed. Specifically, UH provides inpatient medically managed withdrawal services for patients experiencing opiate withdrawal and medication assisted

treatment on an outpatient basis as well. Outpatient addiction treatment programs include partial hospitalization programs or intensive outpatient programs, and both individual and group care. Behavioral health specialty care includes inpatient, outpatient, group and individual modalities, which help patients regain their health and overall function.

While we know we still have much work to do, we've made noteworthy progress so far. In one year, we reduced the number of opioid units prescribed by 34 percent for internal medicine and 20 percent for family medicine – the first two areas we targeted for our usage-reduction campaign. It's going to take all of us – working together – to overcome this epidemic. Opioids remain a valid option for many patients, so our goal is to ensure responsible usage while compassionately caring for our community.

¹Centers for Disease Control and Prevention



Jeanne Lackamp, MD, Director of the UH Pain Management Institute, and Director of UH Psychiatry and Medicine, with Randy Jernejcic, MD, Physician Chair of the Northeast Ohio Hospital Opioid Consortium, and UH Vice President of Clinical Integration, are leading UH's response to help mitigate the opioid epidemic.

(Left to right: Jeanne Lackamp, MD, and Randy Jernejcic, MD)

Vickie N. Muir, RN, BSN, serves as a nurse navigator to the Amish and Mennonite communities upon the patient's discharge from UH Geauga Medical Center. Vickie also performs health screenings and provides help at their auction events. Twenty nurse navigators across the UH health system help coordinate services for patients who need assistance in the care continuum or have complex healthcare needs.



Access

Access to quality health care is essential to the vitality and sustainability of our community. Here are some of the ways UH is helping to improve community health through improved access to health care.

Healthcare Delivery

- Pediatricians in the UH Rainbow Primary Care Institute strive to decrease health disparities. In 2017, they provided health supervision, developmental guidance and disease screenings to over 60,400 Medicaid recipients. The health care focused on optimizing child development through the promotion of safe sleep, literacy, positive parenting and immunizations.
- Resident physicians at UH Cleveland Medical Center provided primary care to 4,500 patients at the Medical Access Clinic, reducing emergency department usage for noncritical problems.

- Resident physicians at UH Richmond, Parma and Bedford medical centers provide services in clinics and physician practices.
- UH Hospital-to-Home provides nurse-guided patient education, prescription and appointment assistance, and connection with community resources via phone or in person following hospital discharge.

Mobile Care

- UH Critical Care Transport provides ground transport and care of critically ill patients of all ages. The team also works with UH MedEvac to provide in-flight critical care for newborns when needed. In 2017, the team performed more than 2,000 high-acuity transports.
- UH Rainbow Babies & Children's Hospital's Ronald McDonald Care Mobile travels to 20 Ohio counties to provide dental care to pediatric patients who otherwise would not receive care, serving more than 2,850 patients in 2017.



▼
Reduce Infant Mortality
Centering Pregnancy Program; Safe Sleep Methods; Community Engagement



▼
Reduce Lead Poisoning
Telephone Referral Center; Social Worker Referrals to Cuyahoga County Board of Health



▲
Increase Primary Care Health Services
Co-Located Services and Care Coordination



▲
Improve Access to Care
Convenient Locations, Financial Assistance Counseling, Specialist Recruitment

Awareness & Education

University Hospitals engages communities to increase awareness of health conditions and provides education, screening and treatment.

Health Literacy

The degree to which individuals are able to obtain, process and understand basic information needed to make appropriate health decisions is proven to improve patient compliance, a key factor in determining individual and community health. The Learning Center at UH Seidman Cancer Center provided education about cancer to 1,581 people. Another example is the 11th Annual UH Women's Health Expo, which provided 400 women with wellness strategies, health information and screenings.

85,780 people

received information or participated in a health talk, support group, community health fair or Family Health & Safety Day across the UH system.

UH EMS Training and Disaster Preparedness Institute

The institute provides a wide range of training, classes and other community services, often in cooperation with local first responders, to strengthen and enhance the response to potential disasters and emergencies. The institute's activities included:

- Training 25,000 individuals in CPR in 2017, including more than 300 trained at University Circle institutions and Playhouse Square
- Providing medical direction to more than 150 fire departments, EMS agencies and private companies
- Offering CPR/AED, First Aid and "Stop the Bleed" classes to Northeast Ohio communities and school districts
- Training for medical professionals in emergency support techniques and paramedic and EMT training
- Supporting the use of PulsePoint, a mobile phone app allowing users to view and receive alerts on calls being responded to by fire departments and emergency medical services.

Lifestyle

UH addresses community health by helping individuals and families make lifestyle changes that will benefit their health. Some of the ways UH did this in 2017 included:

- Offering childbirth and parenting classes at several locations, including UH Elyria, Geauga, Parma, Portage and St. John medical centers
- Distributing 1,000 UH Rainbow backpacks filled with school supplies and 1,000 lunch bags at Healthy Wade Oval Wednesday
- Addressing the effects of obesity through cooking and healthy eating classes, nutritional counseling, exercise opportunities and health screenings
- Serving senior citizens with free programs, such as community health screenings, Age Well Be Well programs at various UH locations, and community Music Exploration
- Providing community outreach and education activities to 289,500 participants through UH Rainbow Babies & Children's Hospital Injury Prevention Center, including a teen driver program, special needs transportation program, Rainbow Safety Squad and babysitting classes

With the Center for Lifelong Health and Age Well Be Well, UH Connor Integrative Health Network Music Therapist Paul Ousley, MT-BC, provides community outreach music programming to residents of Light of Hearts Villa, in Bedford, and Governor's Village, in Mayfield Village.



- Offering various smoking cessation programs at UH Parma and Samaritan medical centers and a harmonica program at UH Parma and Samaritan medical centers to improve lung function in COPD (chronic obstructive pulmonary disease) patients
- Providing a service aimed to keep victims and families safe after a crisis and dissipate further retaliation through the Violence Interrupters program at UH Cleveland Medical Center Level I Trauma Center

- Contributing opiate education materials and programs through UH Geauga, Portage and St. John medical centers to curb use in the community.

Schools

UH is committed to innovative educational programs to engage Northeast Ohio students interested in science and medicine. Highlights include:

- Health Scholars, a five-week curriculum for students in

8th grade through high school from the Greater Cleveland area, gives students the opportunity to shadow physicians and surgeons and builds on professional conduct and values.

- A two-year curriculum in Exercise and Sports Medicine at Charles F. Brush High School, in Lyndhurst, for participating east side high schools, is provided by UH Richmond Medical Center and Excel TECC (Technical Education Career Consultants), in Mayfield Village.

School Sports and Athletic Services

UH physicians and athletic trainers provide medical services at athletic events of 50 high schools and seven colleges in Northeast Ohio. The program offers a community benefit of \$2.9 million annually.



Christopher Boyd, MD, Family Medicine, UH Samaritan Medical Center, volunteers as team physician for Ashland High School and Ashland University. He also provides health care on mission trips worldwide, volunteers at the Ashland Christian Health Center and spearheaded free sports physicals for Special Olympics athletes.

(Left to right: Scott Valentine, Ashland High School Football Coach; Courtney Turner, UH Athletic Trainer; and Christopher Boyd, MD)

Early Detection

Mental Health Screening and Prevention Highlights

Optimal mental health, suicide prevention and substance abuse identification with appropriate screenings were key initiatives for UH Conneaut, Geauga, Geneva, Portage, St. John and Samaritan medical centers.

At UH Conneaut Medical Center, 1,394 community residents, ranging in age from children through the elderly, received information on depression and suicide prevention, and UH Geneva Medical Center increased early detection of geriatric depression through its UH Hospital-to-Home program.

In 2017, LifeSkills and LifeAct in conjunction with UH Cleveland Medical Center Child and Adolescent Psychiatry worked to prevent suicide among school-aged students through depression assessment and education on suicide prevention, substance use and bullying. Through UH Conneaut and Geneva medical centers alone, Botvin LifeSkills® reached 2,976 students in seven Ashtabula County school districts.

At UH Geauga Medical Center, access to mental health treatment was expanded, providing 827 patients with behavioral health care for substance abuse or mental health issues. UH Portage Medical Center linked with community service providers to improve mental health and substance abuse status in their communities, and expanded access for supervised opiate and alcohol withdrawal and medical stabilization to 100 patients. Among other efforts, St. John Medical Center provided education about opioid use at a community shopping mall with 248 in attendance.

UH Samaritan Medical Center provided Adverse Childhood Experience (ACE) education and screening events throughout Ashland County to promote optimal mental health and decrease substance abuse, reaching over 200 attendees.

Chronic Disease Screening Highlights

- Cancer – UH Seidman Cancer Center community outreach focuses on screenings, education and support of patients with breast, cervical, colorectal and lung cancers. In 2017, UH Seidman increased access to cancer screenings in underserved

areas and decreased barriers to breast cancer screening by offering a free mammogram clinic and educating women through Project Temple.

- Cardiovascular health – UH Harrington Heart & Vascular Institute conducted many cardiovascular screenings and educational events throughout the health system. Over 9,800 people representing 34 percent of total medical screenings, received a no-cost coronary artery calcium (CAC) test across the system. This test identifies coronary artery disease (CAD) before symptoms appear and is one of the most accurate methods for predicting heart attack risk. The cardiovascular health event “Achieving Heart Health Strategies for Successful Heart Health” was held with the support of UH Ahuja Medical Center to provide 100 participants with cardiovascular education and screening.
- Across UH, comprehensive screenings were conducted to provide assessments of stroke risk, blood pressure, glucose, cholesterol, lung capacity, cancer and depression.

28,473 screenings

were conducted at no cost to community members:



Cancer
Breast, Cervical,
Colorectal, General, Lung

+



Cardiovascular Health
Calcium Score, Cardiovascular
Biometric, Stroke Risk, Blood
Pressure, Cholesterol

+



Diabetes
Glucose, HbA1c

+



Pulmonary Health
Lung Capacity



LifeAct provides lifesaving suicide prevention education to more than 200 Northeast Ohio middle schools and high schools. The in-school community outreach program has reached almost 30,000 students to date and helped over 2,500 “at-risk” youth, according to LifeAct CEO Jack Binder. FrontLine Service extends LifeAct’s work in the schools, referring students for community mental health services or through UH Rainbow Babies & Children’s Hospital. John Hertzler, MD, UH Cleveland Medical Center Division Chief of Child and Adolescent Psychiatry, serves as LifeAct Board President.

(Left to right: Jack Binder, LifeAct CEO, and John Hertzler, MD)

Economic Benefits

UH's commitment to the communities we serve transcends the walls of our health system by spurring economic growth and development to benefit area residents.

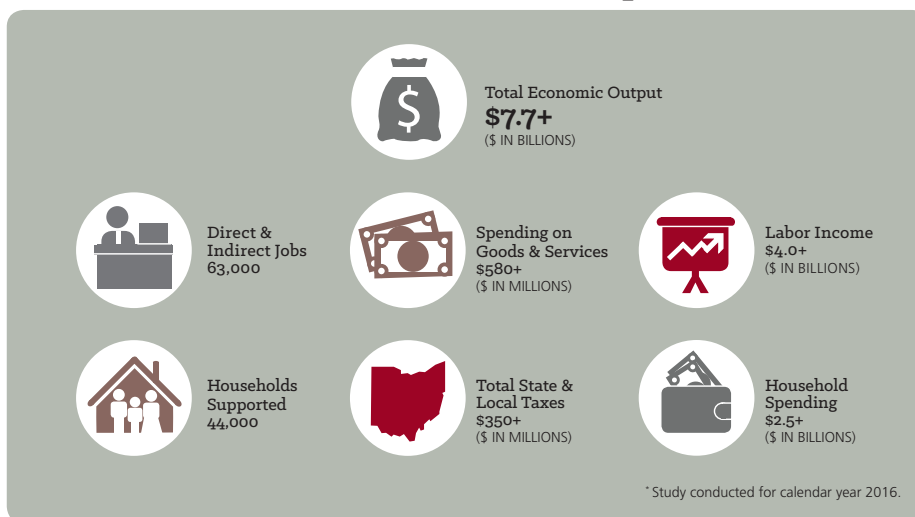
UH Collaboration with Greater University Circle Initiative

Economic prosperity and economic insecurity are important social determinants of health status. UH helps lift our regional and state economies with thousands of jobs and a focused effort on local purchasing.

UH is a committed partner of the Greater University Circle Initiative (GUCI), an anchor strategy of which UH is one of three major institutions in the heart of Cleveland, along with a host of other organizations. It was spearheaded by The Cleveland Foundation and operational for the past 13 years. GUCI's goals are Buy Local, Live Local, Hire Local and Connect. In 2017, UH assisted GUCI in its efforts through the following programs:

Buy Local - UH invests in buying local products, and our health system has spent \$1 million on services in 2017 as a conscious effort to invest in local companies. UH continues its support of Evergreen Cooperatives, which includes Green City Growers, Evergreen Cooperative Laundry and Evergreen Energy Solutions.

UH's Ohio Economic Impact*



Live Local – UH encourages employees to become residents through home purchasing, rental assistance and exterior upgrades and repairs through the Greater Circle Living program, providing \$204,000 in 2017.

Additionally, UH was actively involved with other Greater University Circle partners to implement lead-safe homes and infant mortality strategies.

Hire Local – In 2017, UH hired 294 employees who lived in one of the Greater University Circle neighborhoods. Of these, 30 were from NewBridge Cleveland Center for Arts & Technology and 34 from Step Up to UH.

Since 2013, **more than 329 local residents** have been placed in jobs at UH through Step Up to UH and NewBridge through GUCI.

UH Samaritan Paves Way for Ashland Fire Station

To improve community safety and boost local development, UH Samaritan Medical Center donated approximately five acres of land to the City of Ashland to build a second fire station.

The fire station will house an EMS squad to serve Ashland's south side and Milton and Montgomery townships.



Serving on nonprofit boards that align with our community benefit priorities is another way UH leaders contribute in the communities we serve. Luke W. Cleland, UH Associate General Counsel, is on the board of Goodwill of Greater Cleveland and East Central Ohio, Inc., serving Cleveland since 1918. Known for funds raised in its retail shops, Goodwill® improves the quality of life and provides employment opportunities for all people. Locally, Goodwill served nearly 12,000 people last year.

(Left to right: Luke W. Cleland, UH Associate General Counsel, and Crista Adamczyk, Goodwill Industries Marketing Manager)

Education and Training

UH is at the leading edge of training tomorrow's healthcare providers, who immerse themselves in the community to strengthen relationships with patients.

Each year nearly 1,200 emerging MDs and DOs come to train at UH from across the U.S. and from many countries worldwide through fellowships and residencies. In addition, UH provides hands-on clinical training for about 2,000 aspiring nurses, pharmacists and allied health professionals. Physician residents participate in unique opportunities to learn about their patients in a variety of community settings.

Extending their local community training to providing care around the world, UH MacDonald Women's Hospital Obstetrics and Gynecology faculty, students and staff have the opportunity to participate in an international experience through WONDOOR (Women, Neonates, Diversity, Opportunities) and gain a global experience on health care in

Guyana. Similarly, UH Cleveland Medical Center physician fellows in Travel Medicine gain valuable experience in a shared program with Ugandan physicians to help maintain the health of international travelers and prevent the spread of disease.

UH Rainbow Babies & Children's Hospital pediatric residents and interns receive valuable community-focused education and training in several ways, including:

- Serving at a WIC (Women, Infants, and Children) clinic, local crisis and homeless shelters and with school healthcare providers

- Role playing via poverty simulations to gain perspectives of under-resourced families, with presentation of the program at the Medical-Legal Partnership Annual Summit
- Interacting with youth who are on the autism spectrum through the Transition Clinic for Youth with Autism
- Participating in the annual Ohio Children's Hospital Advocacy Day with staff pediatricians and elected officials in Columbus to advocate for important pediatric health issues to members of the Ohio House of Representatives and Senate.

2017



Graduate Education

Continuing Medical Education



Unique Opportunities

Family Medicine Clinic, Primary Care Office, WIC Clinic, Crisis Shelters, Schools



Leadership Engagement

Resident Panels, Government Conferences



2018

Neighborhood Awareness

Community Tours, Community Leader Presentations



UH leaders contribute to the community by serving as board members at several nonprofit organizations through Business Volunteers Unlimited. Barb Warstler, UH Director of Medical Staff Services and Credentialing, volunteers on the board of the Center for Hope and Healing, a new home for the Battered Women's Shelter of Summit and Medina Counties, housing 144 beds for women and families in transition. Along with the center's CEO Terri Heckman, board and staff, Barb provides guidance and participates in various events at the center, including holiday gift giving.

(Left to right: Barb Warstler, Director, UH Medical Staff Services and Credentialing, and Terri Heckman, CEO, Center for Hope and Healing)



Research

UH is advancing standards of care for patients in our community – and worldwide – through clinical research, innovation and academic affiliations.

At UH, physicians, physician-scientists and nurses discover medical breakthroughs and report outcomes in published research and at medical conferences. Scientific innovations improve patient care and improve the health of our community and across Ohio. The UH Clinical Research Center is home to the largest clinical trial site in Ohio with more than 2,100 active clinical research

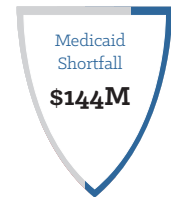
studies, including more than 600 clinical trials in process. At the grassroots level, UH advances the health of our community through research as an academic medical institution.

UH researchers have studied several disease states and social determinants of health. These include over 300 published studies in pediatrics alone, addressing

issues affecting infant mortality, such as sleep apnea, low-birthweight, pre-term infancy, cystic fibrosis and asthma, and breastfeeding. Across several UH departments, other research has evaluated the impacts of tobacco, alcohol and substance use; sexual health; dental health and many complex health challenges.

Martha Sajatovic, MD, Director of UH Cleveland Medical Center Neurological & Behavioral Outcomes Center, and Willard W. Brown Chair in Neurological Outcomes, studies the impact of neurological and psychiatric conditions in under-represented segments of the population. In 2017, Dr. Sajatovic published her research on the recently homeless population, in a study of their adherence to a personalized behavioral intervention and long-acting antipsychotic injection.





Medicaid Shortfall

With the expansion of Medicaid in 2014, more than 700,000 under-resourced, uninsured Ohioans became eligible to receive healthcare coverage through Medicaid for the first time. With the addition of these newly enrolled individuals, more than 2.7 million Ohioans now get their health insurance through Medicaid and the Children's Health Insurance Program (CHIP). This is a 30 percent increase since 2013.¹

While the program earns praise for helping millions of Ohioans, Medicaid does not reimburse hospitals for all of the costs associated with providing care for the patients it insures – resulting in what is commonly known as Medicaid Shortfall. When hospitals are forced to cover these unreimbursed costs, it means fewer dollars are available for other programs and services for patients.

In 2017, UH realized a Medicaid Shortfall of \$144 million, up 13.3 percent from 2016. Across all patient services in 2017, UH noted the greatest gaps in coverage for psychiatry (inpatient, outpatient and substance abuse), obstetrics (including neonatal care) and emergency services. Of the total shortfall, 31 percent represented services for pediatric patients. With the new UH Rainbow Center for Women & Children and other innovative services that focus on preventive health and wellness, UH continuously strives to improve health while reducing costs in the face of declining government reimbursement.

¹ Medicaid.gov, <https://www.medicaid.gov/state-overviews/stateprofile.html?state=Ohio>



Charity Care

UH has always provided essential health care without regard to ability to pay throughout our 152-year history.

Reduced Healthcare Costs for our Neighbors

There are times when patients, due to low income or adverse conditions, cannot afford health care. UH offers no-cost or reduced-cost health care for eligible patients.

Furthermore, UH emphasizes access to preventive care and strives to connect patients with primary care physicians to encourage healthy lifestyles and wellness through regular medical visits and screenings. Finally, UH supports additional services to assist those with limited financial means, including:

Health Care

- UH Cleveland Medical Center and UH Elyria Medical Center physicians volunteer at Circle Health Care and the Lorain Free Clinic, respectively, to provide care.

Community and Global Assistance

- To help area families, UH partnered with Sodexo Food Services to offer the USDA Summer Food Service Program, a free summer lunch program, which provided 3,136 meals to children in 2017. UH Rainbow Babies & Children's Hospital is one of the first acute care facilities to offer this program in Northeast Ohio. Additionally, UH provided 1,870 bagged lunches to under-resourced children at two off-site locations.
- During the school year, children from three elementary schools in Warrensville Heights received breakfast and lunch food items in backpacks each Friday. The Backpack Program is funded by UH Ahuja Medical Center and a grant from Sodexo. UH also collects annually for Harvest for Hunger and multiple food drives, providing 9,922 donated meals in 2017.



- UH hosts summer farmers' markets, offering fresh produce at multiple convenient locations throughout Northeast Ohio.
- In 2017, UH Rainbow Babies & Children's Hospital in partnership with Care Alliance hosted a community baby shower in the Central neighborhood in Cleveland. 150 mothers enjoyed a no-cost lunch, exercise class and massages, and received health information, Babies Need Boxes sleep boxes and clothing donations.
- UH participates in international charitable efforts through its residency and fellowship programs.



Community baby showers held quarterly bring UH Rainbow Babies & Children's Hospital and UH Rainbow Center for Women & Children staff directly to the families who will benefit from baby sleep boxes, educational materials, donations and much more.

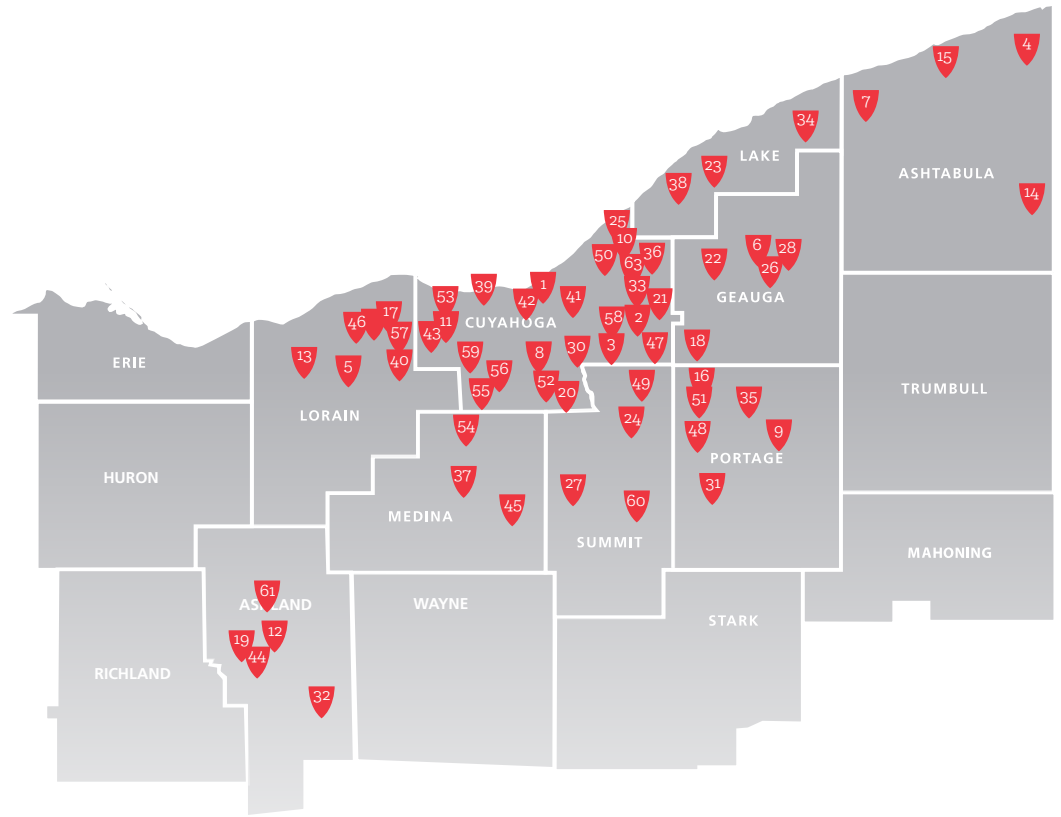
(Left to right: Skye McDonald, RN, BSN; Elizabeth Dreyfuss, Babies Need Boxes Board Member; Celina Cunanan, CNM, UH System Chief for Nurse Midwifery; Lisa Falkenstein and Chauntia Williams, Babies Need Boxes Board Members; Da'Na Langford, CNM, Chair of Maternal/Infant Mortality Task Force; Brittany Price, MA)



To learn about how UH can help you, visit UHhospitals.org

To learn how you can help UH, visit UHgiving.org

To learn more about our community benefit, visit UHhospitals.org/About/Community-Benefit



University Hospitals Medical Centers¹

1. UH Cleveland Medical Center
UH Rainbow Babies & Children's Hospital
UH Seidman Cancer Center
UH MacDonald Women's Hospital
2. UH Ahuja Medical Center
3. UH Bedford Medical Center, a campus of UH Regional Hospitals
4. UH Conneaut Medical Center²
5. UH Elyria Medical Center
6. UH Geauga Medical Center
7. UH Geneva Medical Center
8. UH Parma Medical Center
9. UH Portage Medical Center
10. UH Richmond Medical Center, a campus of UH Regional Hospitals
11. UH St. John Medical Center, a Catholic hospital
12. UH Samaritan Medical Center

University Hospitals Outpatient Health Centers

13. UH Amherst Health Center¹
14. UH Andover Health Center¹
15. UH Ashtabula Health Center²
16. UH Aurora Health Center
17. UH Avon Health Center¹
18. UH Bainbridge Health Center
19. UH Baney Road Health Center
20. UH Broadview Heights Health Center^{1,2}
21. UH Chagrin Highlands Health Center²
22. UH Chesterland Health Center³
23. UH Concord Health Center²
24. UH Cuyahoga Falls Health Center
25. UH Euclid Health Center
26. UH Evans Middlefield Health Center
27. UH Fairlawn Health Center
28. UH Geauga Health Center
29. UH Hudson Health Center
30. UH Independence Health Center
31. UH Kent Health Center^{1,2}
32. UH Kettering Health Center²
33. UH Landerbrook Health Center
34. UH Madison Health Center
35. UH Mantua Health Center
36. UH Mayfield Village Health Center
37. UH Medina Health Center²
38. UH Mentor Health Center³ and Surgery Center⁴
39. UH North Olmsted Health Center²
40. UH North Ridgeville Health Center¹

41. UH Otis Moss Jr. Health Center
42. UH Rainbow Center for Women & Children
43. UH St. John Health Center
44. UH Samaritan Health Center
45. UH Sharon Health Center
46. UH Sheffield Health Center
47. UH Solon Health Center
48. UH Streetsboro Health Center²
49. UH Twinsburg Health Center^{1,2}
50. UH University Suburban Health Center/
Wright Surgery Center⁴
51. UH Walden Health Center
52. UH Wellpoint Health Center
53. UH Westlake Health Center² and Surgery Center⁴
54. Southwest General Brunswick Medical Center¹
55. Southwest General Strongsville Medical Center²

UH Joint-Venture Hospitals

56. Southwest General Health Center¹
57. UH Avon Rehabilitation Hospital, a Joint Venture with Kindred Healthcare
58. UH Rehabilitation Hospital, a Joint Venture with Kindred Healthcare

**Freestanding UH Urgent Cares/
Convenient Cares**

59. UH Urgent Care partnering with Southwest General Brook Park²
60. UH Akron Urgent Care²
61. UH Ashland Urgent Care²
62. UH Westshore Primary Care³

UH Surgery Centers

63. UH Lyndhurst Surgery Center⁴

¹ 24-hour Emergency Department

² Urgent Care Center

³ UH Convenient Care Centers

⁴ Surgery Center