

Committed to the Health of our Community

University Hospitals' mission – To Heal. To Teach. To Discover – guides us in our daily work caring for patients, teaching and conducting research. Our community benefit programs help extend our mission into the community to reach even more individuals. People benefit, and so does our economy.

The UH health system provides work directly for about 21,000 employees and physicians. As the seventh largest employer in Ohio, UH supports the economy as well as state and local governments. UH employees pay more than \$45 million annually in state and local income taxes. At the same time, UH provides many more community benefits directly and indirectly through new or expanded business opportunities and through important capital investments in our facilities.

As part of our Vision 2010 strategic plan, UH has committed – and continues to commit – millions of dollars to facilities and operations within the city of Cleveland and throughout our region, providing thousands of new construction and hospital-based jobs. New facilities and services at UH Case Medical Center, our world-renowned academic medical center in Cleveland, provide Cleveland residents and people from throughout the region and the world with the finest in primary and specialty health care. The facilities allow us to conduct vital medical research and offer advanced training for students and health professionals.

Vision 2010's Quentin & Elisabeth Alexander Neonatal Intensive Care Unit at University Hospitals Rainbow Babies & Children's Hospital serves our most vulnerable children. UH's new Cancer Hospital and emergency facility, both opening in 2011, will provide expanded employment opportunities while extending UH's mission to more patients. University Hospitals Ahuja Medical Center in Beachwood will provide hundreds of new jobs. New state-of-the-art outpatient health centers in the region have spurred economic growth while giving people access to the care they need close to home and expanding our community benefit programs.

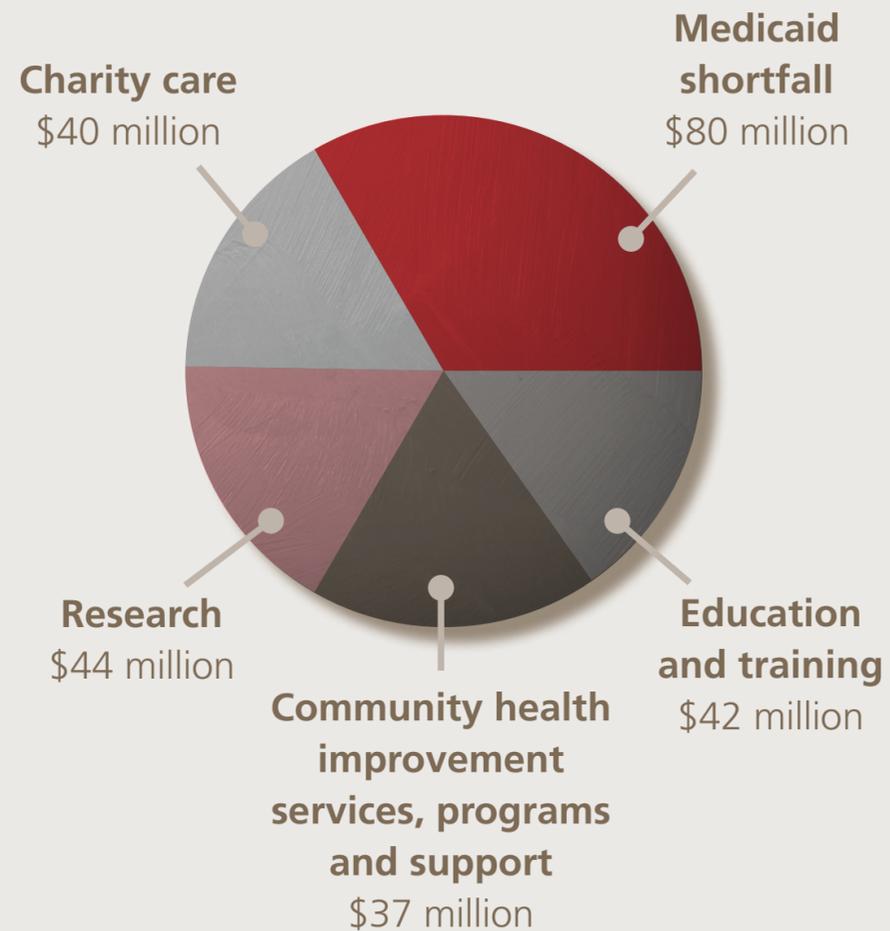
University Hospitals is proud to contribute to the health of our citizens and to be a positive economic force in our region.

Financial Assistance

University Hospitals offers financial assistance to help pay for medical care for eligible individuals and families. For more information, please call 800-859-5906, or visit UHHospitals.org.

University Hospitals 2009 Total Community Benefit Contribution

\$234 million



Notes: The chart above represents a total community benefit contribution of \$243 million for 2009. This amount is reduced by \$9 million received as reimbursement through the Hospital Care Assurance Program (HCAP) for a net community benefit contribution of \$234 million. To measure and report community benefit, UH follows Internal Revenue Service (IRS) guidelines, which incorporate the Catholic Health Association (CHA) modified guidelines.

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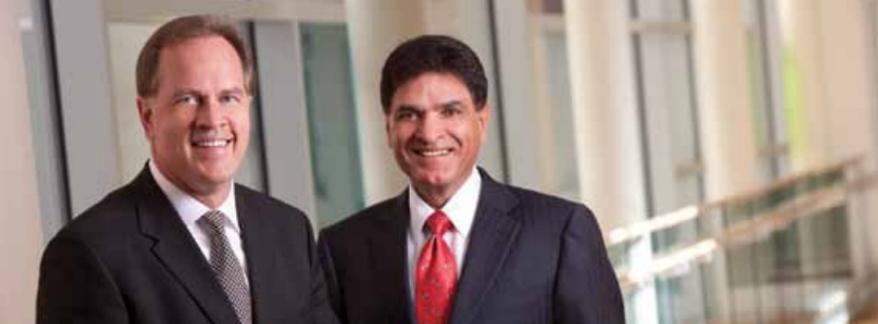


An Unwavering Commitment

2009 Community Benefit Report



11100 Euclid Avenue
Cleveland, OH 44106



An Unwavering Commitment

Dear Friend,

Since the founding of University Hospitals in 1866, we have remained unwavering in our commitment to the community and our citizens. Our contributions to Northeast Ohio today take varied forms – ensuring our patients’ good health, educating individuals about ways to prevent illness and achieve better health, providing discounted or free health care to those unable to afford it, researching new and better ways to treat diseases, and educating the next generation of health care providers.

In 2009, University Hospitals contributed more than \$234 million to these community benefit programs and services, including \$40 million in charity care. The organization’s total contribution represents 13 percent of our net patient revenue.

We also contribute tremendously to the region as one of Northeast Ohio’s top employers, as a leader in diversity initiatives and through our major capital investment in the community that will allow us to continue providing you with the best in health care. Vision 2010 is expanding our facilities and services throughout the region.

This report provides a snapshot of some of the ways we contribute to Northeast Ohio. You can read more about our community benefit initiatives at our Web site, UHHospitals.org, in the “About UH” section.

Our commitment is unwavering, and we are honored to serve you and our community.

Thomas F. Zenty III
Chief Executive Officer
University Hospitals

Monte Ahuja
Chairman, Board of Directors
University Hospitals

On the cover: Lolita McDavid, MD, Medical Director, Child Advocacy & Protection at UH Rainbow Babies & Children’s Hospital, is nationally recognized for championing kids’ safety and health.



Bringing Exams to Those in Need

With no health insurance, Felicia Murrell had not had a mammogram in four years. When she learned about University Hospitals free Saturday Breast Exam clinics from a friend, she quickly made an appointment. At the once-a-month sessions at the MacDonald Breast Center at UH Case Medical Center, women receive free mammograms and learn how to do monthly breast self-exams. Ms. Murrell’s mammogram revealed some suspicious tissue, so she returned to UH for additional tests. Fortunately, the questionable spot turned out to be fine. She now recommends the UH Saturday Breast Exam program to her friends. “It was such a positive experience,” says the 50-year-old Clevelander. Since August 2009, UH Ireland Cancer Center has partnered with Susan G. Komen for the Cure and PNC Bank to provide the program for traditionally underserved women.

Tackling Obesity and Diabetes in Kids

One of the most serious results of the nation’s obesity epidemic is an alarming increase in diabetes in children. University Hospitals Rainbow Babies & Children’s Hospital is tackling the problem on several fronts. The Center for Childhood Diabetes, Activity & Nutrition is recognized as a Center of Excellence by the U.S. Centers for Disease Control and Prevention. The Center for Child Health and Policy led data analyses and policy recommendations on obesity in Ohio and is spearheading two studies on the treatment and management of childhood obesity in primary care practices and safety net providers. A collaborative team comprised of the Cleveland Metropolitan School District (CMSD), the Children’s Museum of Cleveland, The Mt. Sinai Health Care Foundation and UH Rainbow Babies & Children’s Hospital is piloting an obesity prevention program for 4- to 6-year-old children. Healthy Kids, Healthy Weight™ treats childhood obesity through a free multidisciplinary weight management program.

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The Safe Escape program at University Hospitals Rainbow Babies & Children’s Hospital gives parents like Ed Schoewe of Norwalk, Ohio, real peace of mind.

His son Ricky, 11, has cerebral palsy, scoliosis, seizures and other medical problems that could easily hamper escape or rescue if the unthinkable happened – a fire or emergency at their home.

The Safe Escape program, launched by the hospital’s Injury Prevention Center in 2009, provides free specialized safety products for families like the Schoewes. A staff member meets with each family to assess their needs and provide instruction and counseling. The Schoewes received an insulated poncho that protects Ricky and his wheelchair from cold, rain and snow. They also received a carbon monoxide detector, light sticks and an evacuation blanket that could be used to rescue Ricky if necessary. Since its founding, the program has helped dozens of families throughout Northeast Ohio.

Helping Ensure a Safe Escape

Keeping EMS Departments Current

With the help of University Hospitals Emergency Medical Services (EMS) Institute, emergency squads in 71 Northeast Ohio communities – from Lorain to Conneaut – provide the public with advanced emergency care that helps save lives. The institute provides education and training to squads large and small in nine counties. The 2,000 classes the institute offers each year reach 18,000 emergency workers – paramedics, emergency medical technicians, fire chiefs and others. UH medical personnel provide direction and oversight and the protocols squads follow in emergencies. The institute provides medical equipment such as EKG machines and trains squads how to use it. With the help of experts throughout University Hospitals, the institute’s 21-member staff works tirelessly to make emergency care in the field faster and better for Northeast Ohioans.

Reaching Out to Keep Communities Healthy

Each year, hundreds of people learn about paths to better health and illness prevention or undergo screenings at free educational programs offered by UH community medical centers in Bedford, Conneaut, Geauga, Geneva and Richmond Heights.



Ed and Ricky Schoewe

Working on Behalf of Veterans

Why do some combat veterans develop post-traumatic stress disorder (PTSD) and others do not? It’s a question the U.S. Department of Defense has asked investigators at University Hospitals Case Medical Center and Case Western Reserve University School of Medicine to explore.

UH serves as the coordinating center for a combat mental health initiative, a groundbreaking study of Ohio Army National Guard personnel returning from Iraq and Afghanistan. So far, about 3,000 veterans have been interviewed for the study, and they will be assessed yearly for 10 years. Fortunately, most military personnel are resilient, and don’t develop PTSD. The information collected will improve our understanding of PTSD and will help mental health professionals develop preventive strategies and better treatments for active duty military personnel and veterans.

Preparing Health Care Professionals

University Hospitals’ mission – To Heal. To Teach. To Discover. – puts education at the center. It’s one more way UH serves the community, and in this case, future generations. Thousands of medical professionals flock here from the region and around the world to learn from our experts. At a recent UH seminar for epilepsy physicians, for instance, where 15 different languages were spoken, attendees learned about advanced diagnostic procedures, treatments and research from UH and other world-renowned authorities.



Mobilizing Dental Care for Kids

The Ronald McDonald Care Mobile® provides dental care – often the first they’ve ever had – for low-income children ages 3-6 at pre-K, kindergarten and Head Start sites in Northeast Ohio communities. The mobile dental clinic, Ohio’s first, is run by the Irving and Jeanne Tapper Dental Center at University Hospitals Rainbow Babies & Children’s Hospital, the area’s largest primary and specialty pediatric dental practice.