



Amish OUTREACH

University Hospitals Geauga Medical Center has a special bond with Geauga County's 12,000 Amish, who favor a simple lifestyle.

The Amish exhibit above-average rates of certain genetic, metabolic and blood disorders. Physicians, nurses and others at UH Geauga Medical Center reach out to them at community events filled with horse-drawn buggies to communicate the hospital's services and bridge cultural gaps.

The hospital participates in the annual Amish Health & Safety Day program in Middlefield, where hundreds of Amish take advantage of UH health screenings and bicycle and buggy safety clinics. The hospital offers Amish-school field trips, and employee health screenings at Amish-owned businesses.

Amish businessman Pete Miller recently joined UH Geauga Medical Center's Board of Directors, and local Amish leaders appreciate the hospital's interest in having an Amish voice on the board to balance outreach with cultural sensitivity. "The hospital," he said, "is very supportive in providing for our Amish community."

Charity CARE

University Hospitals' founders believed that the inability to afford health care should never prevent people from receiving it. Nearly 150 years later, UH still treats every patient with dignity and respect regardless of financial status or ability to pay.

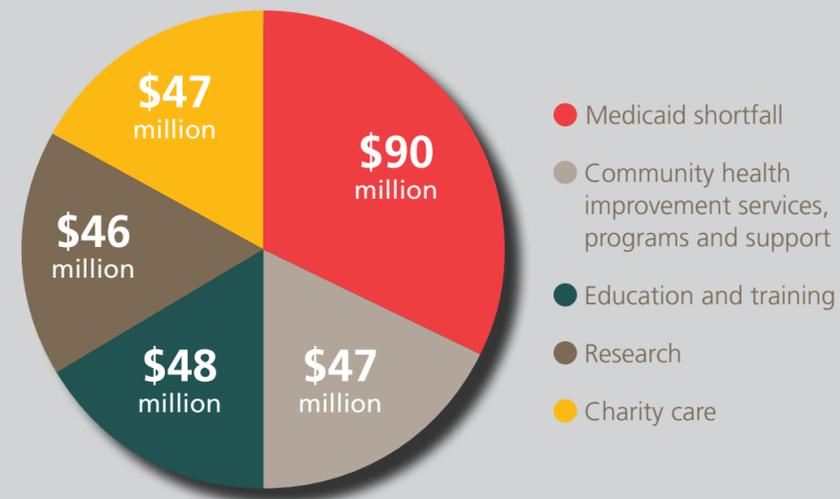
In 2011, UH provided a record \$47 million in unreimbursed charitable care to uninsured and financially disadvantaged patients, up 34 percent over 2010.

Medicaid, the government health insurance for low-income patients, covers only part of the cost of care, so UH covers the so-called Medicaid shortfall for tens of thousands of patients. UH in 2011 absorbed more than \$90 million in Medicaid shortfall.

Since 2008, UH has increased its charity care and Medicaid shortfall by more than \$36 million.

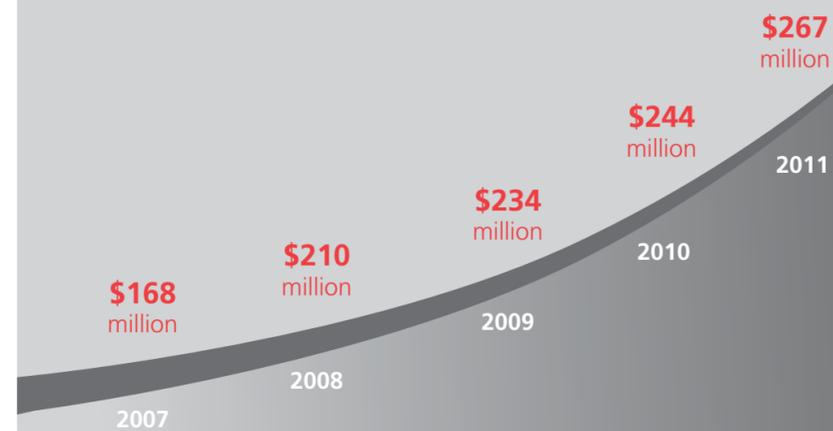
The UH Hospital Financial Assistance Program offers generous financial assistance to individuals who are uninsured and meet certain eligibility criteria. For more information on the UH Hospital Financial Assistance Program, call 216-844-8299 or 1-800-859-5906, or visit UHhospitals.org/charitycare.

University Hospitals 2011 Total Community Benefit Contribution



This chart totals \$278 million. This amount is reduced by \$11 million received through the Hospital Care Assurance Program for a net Community Benefit of \$267 million.

Going FURTHER: Community Benefit Commitment



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2011 Community
Benefit Report



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going **FURTHER**



Dear Friend,

Northeast Ohioans are known for our generosity and sense of community. We help one another in times of need, and in the process, we grow stronger, together.

University Hospitals is investing more money and time than ever into programs and activities that benefit our entire community. We're helping our neighbors stay healthy, reducing health care disparities, and preparing tomorrow's physicians, nurses and other health care professionals.

In 2011, UH dedicated a record \$267 million to community-benefit programs and services such as charitable health care, public health outreach and life-saving clinical research. Since the recession began in late 2007, UH has devoted nearly \$1 billion to community benefits.

We believe a healthier population is a key to a prosperous region. So we have made it easier for people to get the health care they need in two important ways: We offer financial assistance to those who qualify; and we've expanded access to care by investing \$1.2 billion in new facilities and services. This investment has given our region University Hospitals Seidman Cancer Center, the Center for Emergency Medicine and Marcy R. Horvitz Pediatric Emergency Center, University Hospitals Ahuja Medical Center, and seven new community health centers.

UH is going further to make life in Northeast Ohio better for all who live here. We have lived up to that commitment for nearly 150 years, and it's what our mission is all about: **To Heal. To Teach. To Discover.**

Thomas F. Zenty III
Chief Executive Officer
University Hospitals

Alfred M. Rankin Jr.
Chairman, Board of Directors
University Hospitals



Nursing student Kristen Cameron, right, with Nurse Preceptor Jennifer Newland.

Nurse **EDUCATION**

University Hospitals makes sure our region's patients benefit from the finest, best-prepared nurses possible – wherever those nurses may practice.

Every year, nearly 2,000 aspiring nurses from 70 nursing schools across the nation receive clinical training at UH hospitals and outpatient facilities. The hands-on experience prepares them for futures in hospitals, physicians' offices, schools, nursing homes and other settings.

Ursuline College's Kristen Cameron says UH provides important role models. "I'm learning from some of the best, which is training me to be the best nurse that I can be," Cameron says.

Along with future nurses, UH faculty and clinicians educate more than 900 aspiring doctors and hundreds of future allied-health professionals yearly. UH Case Medical Center has 65 physician residency and fellowship programs. UH Richmond Medical Center, a campus of UH Regional Hospitals, supports osteopathic and podiatric training.

This community service has never been more vital: A recent study predicts the United States will need 5.6 million more health care workers by 2020.

"Clinical training has been a core part of our mission historically," says UH Director of Nursing Practice **Nancy Haas, BSN, MPA, RN, NE-BC**. "We're honored to do it."

Among the nation's leading academic medical centers, University Hospitals Case Medical Center is the primary affiliate of Case Western Reserve University School of Medicine, a nationally recognized leader in medical research and education.

University Hospitals Geneva and University Hospitals Conneaut medical centers – 25 beds each – have a major impact on their communities. For more than 15 years, these hospitals have engaged with Kent State University-Ashtabula to provide hands-on education to students in nursing, occupational therapy assistant, physical therapy assistant and radiologic technology.

The two hospitals have provided more than 2,500 hours of clinical training annually to allied-health students. Some stay to practice at the two critical-access UH hospitals. Others fill openings beyond UH.

*"Students get to see the full range of patients here," says **Pamela Andes, PTA, CCCE**, who supervises physical therapy assistant students at UH Conneaut Medical Center. "And we learn something new from the students. It's a win-win experience."*

GO RED For Women

University Hospitals is empowering women across Northeast Ohio by teaching them about the biggest killer of females older than 20 – heart disease.

University Hospitals Harrington Heart & Vascular Institute has joined the American Heart Association to present the Cleveland Go Red For Women campaign since 2007 to encourage women to take charge of their heart health.

The signature Go Red For Women Health Expo and Luncheon teaches healthy-living skills to nearly 1,000 participants. Screenings measuring cholesterol levels, blood pressure and body-mass index provide health awareness and motivation, says **Barbara Williams, MD**, Director of the Women's Cardiovascular Center at UH Harrington Heart & Vascular Institute.

"The awareness is making a difference," says Dr. Williams. "The more women know, the more likely they are to live healthier, longer lives."



Emergency **SERVICES**

The \$41 million Center for Emergency Medicine and Marcy R. Horvitz Pediatric Emergency Center at UH Case Medical Center opened on Euclid Avenue in July 2011. The state-of-the-art facility provides 24-hour emergency care in a comfortable, private and safe environment, with expert specialists and the latest technology.

RESEARCH

Nothing is more important to seriously ill children and those who love them than a cure.

That's why University Hospitals Rainbow Babies & Children's Hospital and its physician-scientists devote so much to discovering new therapies and providing hope. Among their achievements:

- **Agne Petrosiute, MD**, is testing a new way to control the most common, aggressive and deadly childhood brain cancer, medulloblastoma. She hopes to develop new drugs that work by regulating an enzyme in humans, called CDK5, which seems to promote the spread of childhood brain tumors. Dr. Petrosiute is an Instructor in the Department of Pediatrics, Division of Pediatric Hematology and Oncology, UH Rainbow Babies & Children's Hospital and Case Western Reserve University School of Medicine.
- **Youmna Othman, MD**, a pediatric oncology and hematology fellow, is focusing on CDK5 to combat leukemia, another common childhood cancer. Leukemia can resist treatment if cancerous cells, with CDK5's help, enter the nervous system and hide out, building strength for a relapse. Dr. Othman's work offers promise for a new therapy to stop leukemia cells' invasion of the brain and nervous system. Grants from the St. Baldrick's Foundation help fund her work, and Dr. Petrosiute's.
- **Sarah MacLeish, DO**, a pediatric endocrinologist, demonstrated that teens who manage their type 1 diabetes poorly tend to do much better if they use continuous blood-glucose monitors. Her findings are meaningful in an era of rising rates of diabetes in children and adolescents. Now, monitors will be a key tool at a new diabetes clinic coming to UH Rainbow Babies & Children's Hospital.

It's often said that a hospital's emergency room is its front door.

At University Hospitals Case Medical Center, that front door is a brand-new, highly visible sign of community commitment – and every six minutes, it swings open to another patient.

More than ever, the surrounding area turns to UH. In the last dozen years, three other nearby hospitals, and their emergency rooms, have closed: Mt. Sinai and Saint Luke's in Cleveland and Huron Hospital in East Cleveland. UH is proud to fill the void.

*"UH designed this new facility to meet the area's needs for years to come," says **Jane Dus, ND, RN, NE-BC**, Vice President of Medical-Surgical Services at UH Case Medical Center. "We see it as the core of the mission we've advanced for nearly 150 years – serving our community."*