ABOUT UNIVERSITY HOSPITALS

University Hospitals is a comprehensive health system with a nearly 150-year commitment to leading by example in addressing the community’s most concerning health needs. UH provides national leadership and neighborhood care through its integrated system of 16 hospitals, more than 30 outpatient health centers and 10 urgent care centers. Our 26,000 physicians and employees are dedicated to offering the highest-quality health care and wellness advice at every stage of life for the people of Northeast Ohio. To learn more about how UH can help you, go to UHhospitals.org.

OUR MISSION:
To Heal. To Teach. To Discover.

A NATIONAL LEADER IN LOCAL POSITIVE IMPACT

When it comes to community benefit, University Hospitals is among the nation’s leaders. Our community benefit is typically more than 1.6 times higher than the national average, based on the standard measure of community benefit as a percentage of operating expenses.*

University Hospitals Community Benefit **

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<tr>
<th>Year</th>
<th>Total Benefit</th>
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<tr>
<td>2013</td>
<td>$241 million</td>
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<td>2014</td>
<td>$266 million</td>
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* Based on 2011 figures, the most recent available. Source: American Hospital Association and Ernst & Young.
** UH added UH Parma and Elyria medical centers in 2014.
*** Under Internal Revenue Service Guidelines, we subtracted $14 million from Medicaid Shortfall to reflect net funding recorded from the federal Hospital Care Assurance Program.
**** We subtracted $31 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. UH’s gross community benefit investment for 2014 was $311 million.
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 low-income 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.
Children with disabilities can live full, satisfying lives with the many medical advances available to patients today. Yet their complex needs can still present challenges. Not only do these children need care and support, but their families and caregivers do as well. Enter the Center for Comprehensive Care at University Hospitals Rainbow Babies & Children’s Hospital.

“We provide wrap-around care,” says Medical Director Richard Grossberg, MD, a physician who is board-certified in general pediatrics and neurodevelopmental disabilities. “Our team of nurse practitioners, dietitians, social workers and nurse care coordinators partner with pediatricians and many UH Rainbow specialists to address the major health, educational and psychosocial needs of children and young adults with severe disabilities.”

For Jessie Beals, mother of 4-year-old Carson, the center has been a lifesaver. “Dr. Grossberg and his staff are amazing. They diagnosed Carson with CHARGE syndrome, which impacts his balance and ability to swallow, among other things. They help me get the medical equipment he needs and coordinate his many medical appointments.” She continued, “I have such an incredible support system here at UH Rainbow; I don’t know what I’d do without them.”

Partially funded by a nearly $13 million grant from the federal government, the Center for Comprehensive Care treats children and young adults from newborn to 26 years. The program intends to become the national model for achieving better outcomes and better health while lowering costs.

Since the outpatient program began in August 2013, more than 220 children from the entire spectrum of socioeconomic backgrounds have received care at the center. “Evaluating the entire family’s needs as well as the patient’s is a large part of what we do,” says Dr. Grossberg. “Approximately 40 percent of our patients have come to us with some sort of nutritional deficiency. Through the efforts of our team and the child’s network of caregivers, almost all are better after working with us for six months.”

“We’re here to be a source of information and overall support for families.”
**Expanding the Circle**

When a family has a child with special needs, attention is often focused on that child. This can impact the healthy siblings of that child, causing resentment, anger and even fear. Sibshops are fun, energetic events created for brothers and sisters of children with complex, chronic conditions as an opportunity to express their feelings and create friendships. “Healthy siblings need to be a part of the care,” says Rabon Allen, RN, MSN, Clinical Coordinator of the Center for Comprehensive Care. “Sibshops enable them to make meaningful connections with children with similar backgrounds and gain a better understanding of the issues their siblings have.”

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Being healthy is more than just monitoring your weight, cholesterol and blood pressure. Experts agree that while patients should heed these important numbers, managing their emotional, psychological and social health is just as important for overall wellness.

Age Well Be Well, a free club created by UH’s new Center for Lifelong Health, is just one component of this patient-centered program that demonstrates University Hospitals’ commitment to caring for patients throughout their lifespan. UH’s comprehensive services across Northeast Ohio specifically benefit adults 55 and older – the fastest-growing segment of the population.

“With one phone call, patients are connected with a care coordinator who can provide individualized education and guidance, helping them to make informed decisions about their own care,” says Cyndie Bender, Director of the center.

Ron and Jean Tucholski, both in their late 70s, have been members of the Age Well Be Well Club since its inception. Residents of Macedonia, they frequent the inaugural location at UH Bedford Medical Center and particularly enjoy the Dinner and a Movie events offered at the hospital.

“Our daughter encouraged us to join so that we could make healthier choices and stay independent,” says Mrs. Tucholski. “And, we really enjoy getting together with friends for the free dinner and a movie nights.”

To join Age Well Be Well or learn more about the Center for Lifelong Health, call 1-844-312-LIFE (5433) or visit UHhospitals.org/LifelongHealth for more information.
Built during the peak of the Baby Boom to support the health of the burgeoning southwestern suburbs, UH Parma Medical Center remains a lifeline for its six founding communities. When this cornerstone of the Parma economy joined the University Hospitals system in 2014, UH pledged $50,000 to each of these communities to enhance the health and wellness of their residents.

The infusion of wellness grants has resulted in very visible opportunities for residents to stay active:

- Parma installed playground equipment for special needs children at James Day Park and exercise equipment for adults at Veterans Memorial Park, and is establishing a miniature golf course for residents
- Parma Heights is adding an ADA-compliant bathroom and a multipurpose recreation room for community exercise classes in its NEO Soccer facility
- North Royalton is utilizing its grant money to contribute to the Metroparks’ construction of the Valley Parkway Emerald Necklace all-purpose trail in the City of North Royalton
- Brooklyn purchased a van to take residents without transportation to doctor visits and other necessary appointments
- Brooklyn Heights added playground and exercise equipment for children in its village park, along with accompanying workout equipment for adults
- Seven Hills is constructing an ADA-compliant playground set on the grounds of its recreation center

“Strengthening the health of our communities by facilitating grants that promote health and wellness programs is a critical part of our purpose,” says Marcia Ferguson, executive director of the Parma Hospital Health Care Foundation, which facilitated the grant giving. “Many of the greatest opportunities for building health and wellness start with individuals. The programs that our communities have selected for their grants will give people more options for healthy activities and are aligned well with our mission to support community health.”
There’s something special about the way athletics can transform a student. Student-athletes show higher rates of self-esteem, better health, improved social skills and higher graduation rates. Yet budget restrictions in many school districts limit access to a safe athletic environment. Only 55 percent of public secondary schools have access to an athletic trainer.

The Cleveland Browns and University Hospitals teamed up to help two urban high schools play safely during the 2014 – 15 sports seasons. Knowing that athletic trainers lead to lower overall injury rates, they utilized a grant from the NFL and partnered with the Cleveland Metropolitan School District to provide athletic coverage for James F. Rhodes and John Hay high schools.

The two schools offer a combined 18 sports with more than 600 student-athletes participating, but did not have funding to cover sports medicine services. UH and the Browns know the value of athletic trainers, who promote strength-training and injury prevention, ensure injuries are recognized and treated immediately, and facilitate proper rehabilitation. For the entire 2014 – 15 school year, athletes at James F. Rhodes and John Hay high schools had access to the same quality of care provided to the Cleveland Browns. UH and the Browns also donated uniforms and equipment to each school, with training on proper fitting and use for injury prevention.

The pilot program was such a huge success, treating nearly 1,500 student-athletes, that it will continue throughout the 2015 – 16 school year. Even the opponent’s teams received coverage during sanctioned games at these schools, widening the net for creating a safe environment for all athletes. University Hospitals is proud to share with the Cleveland Browns a commitment to promoting the healthy social, emotional, intellectual and physical development of youth through athletics.
“Studies show that you can improve heart attack outcomes when more bystanders know CPR,” says Dan Ellenberger, who directs the institute. “It’s our goal to touch every high school student in the region. It’s all part of building lifesaving communities.”

The institute also teaches about 2,000 courses to the region’s paramedics and educates them on the aggressive heart attack protocols developed by UH cardiologists. Squads receive the most advanced equipment courtesy of UH: the LUCAS device to deploy uninterrupted chest compressions, cardiac monitors that transmit the patient’s EKG directly to the hospital, and the Infrascanner to detect bleeding in the brain.

“UH care begins in the patient’s living room, not the hospital,” says Ellenberger. “It’s the synergy between UH and the paramedics that make it work. We’re partners in care.”

Residents of Cleveland’s Eastside communities will soon have more rapid access to high-level trauma services, thanks to University Hospitals’ new regional trauma initiative. A key part of the plan is establishing UH Case Medical Center as a Level I trauma center.

Currently, there is no Level I trauma center on the Eastside for adults, though UH Rainbow Babies & Children’s Hospital is the only designated Level I trauma center in northern Ohio for pediatric patients.

Over the past 20 years, four Eastside trauma centers have closed, including two Level I facilities. These centers provide the highest level of total care for every aspect of injury, concentrating providers in all specialties to provide trauma care 24/7.

“When it comes to trauma, time is a life-or-death matter,” says Michael Anderson, MD, MBA, Chief Medical Officer of University Hospitals. “We are making a major commitment to providing all trauma victims the highest level of care they need and deserve, and doing it quickly and efficiently.”

For heart attack patients, timing is everything. In more than 2,000 CPR courses taught in high schools and community centers across 15 Northeast Ohio counties, University Hospitals EMS Training & Disaster Preparedness Institute is equipping residents of all ages with the ability to save lives.
Just two hours after completing their training on a new lifesaving LUCAS device they were given by UH, East Cleveland paramedics saved the life of a man suffering a heart attack.

University Hospitals has made it a priority to get LUCAS devices – which tirelessly deliver continuous, consistent CPR compressions – into the hands of local EMS squads.

For people experiencing sudden cardiac arrest, CPR is their lifeline, pumping crucial blood and oxygen to their brain, lungs and other organs. But for paramedics, the effort it takes to perform continuous, high-quality chest compressions means they can’t perform other lifesaving tasks, such as initiating IVs and administering medications.

The UH EMS Training & Disaster Preparedness Institute has supplied LUCAS devices to paramedics across the region.

“This lifesaving equipment really makes a difference for members of our community,” says Shaker Heights fire chief Pat Sweeney. “It’s been a godsend for us more times than I can count.”
Mrs. Coleman is one of the worker-owners of Green City Growers. Their colossal hydroponic greenhouse grows lettuce, herbs and hope in a once-desolate part of Cleveland long known as the Forgotten Triangle.

Only a few years ago, desolate houses dotted this site near East 55th and Kinsman. Today, a glassy ventilated roof covers the nation’s largest food-growing urban greenhouse. Where weeds once flourished, healthful greens now grow. Mrs. Coleman and about two dozen co-workers harvest thousands of pounds each day to sell to distributors.

Green City Growers is the third startup business in the Evergreen Cooperative Companies, an innovative concept that has emerged as a new model for economic development. University Hospitals and other Cleveland-based institutions provided seed capital to help the for-profit businesses sprout. UH fertilized them with management expertise: UH Chief Administrative Officer Steven D. Standley chaired its board from 2012 – 2014. And UH buys goods and services from Green City Growers, Evergreen Cooperative Laundry and Evergreen Energy Solutions.

Charla Coleman never envisioned herself as the owner of a multimillion-dollar business. Yet today, she co-owns a business so unique that it’s drawing national attention.

“I am so proud of this place every day I come to work,” she beamed recently.
Big change sometimes starts small. With that in mind, UH Case Medical Center created a small-grants pilot program in 2014 to encourage community nonprofits to join us in the fight for better health in underserved communities. The UH Healthy Communities Grant program offers up to $10,000 to fund startup programs aimed at pressing health needs in our service area: high rates of cardiovascular disease, infant mortality and cancer; and inappropriate emergency-room use. The project’s inaugural grantees include:

**Fairhill Partners Senior Guest House**, which will use its grant to build an education and outreach program aimed at helping older adults use available health resources rather than visiting emergency rooms.

**Benjamin Rose Institute on Aging**, which is developing a heart-health education and risk-reduction program for older adults, especially lower-income and African-American seniors.

**North Coast Health**, which will launch a tobacco-cessation program for low-income individuals who lack adequate health care.

For more information on the UH Healthy Communities Grant program, please call 216-844-2391.

Most employees are hired from Cleveland’s most challenged neighborhoods. Each earns a living wage and health insurance. Each also has a chance to earn an ownership stake and a voice in company operations. Evergreen’s goal: To add many more firms, jobs and employee owners.

“We’re helping to create jobs and generate vitality in the neighborhoods around us,” says Heidi L. Gartland, UH’s Vice President of Government and Community Relations, who now sits on the Evergreen Cooperative Board for UH. “People with jobs and insurance are going to be healthier and more productive. It’s good for our community. And what’s good for our community is good for UH, our workers and everyone else who is anchored here in Northeast Ohio.”

Evergreen’s leaders show off the companies to economic-development experts visiting from cities nationwide. Mrs. Coleman has done the same, on a more intimate scale. “When my brother visited from Maryland, I got to give him a tour,” she says. “My family is so proud of me. They’re impressed that I’m a business owner.”
Meeting the health needs of a diverse region requires a health system that is equally diverse. Margaret Larkins-Pettigrew, MD, is a key leader of University Hospitals’ commitment to building a health system that looks like the people it serves.

“We are trying to build relationships with people in every part of our community so we can help them get the right health care at the right time and in the right place,” says Dr. Larkins-Pettigrew, Director of UH’s Center for Clinical Excellence & Diversity. “That takes trust. We’re sending a message: ‘You can trust us – no matter your race, your ethnicity, your faith, your sexual orientation or where you come from.’ And we’re sending that message with our actions, not just our words.”

In 2014, UH appointed Dr. Larkins-Pettigrew to the Edgar B. Jackson Jr., MD, Endowed Chair in Clinical Excellence & Diversity. She and UH Case Medical Center President Fred C. Rothstein, MD, lead a physician-diversity strategy. Their goal: to inspire underrepresented minorities to pursue careers in medicine, and encouraging them to do so at UH. The effort has dual aims:

• To motivate students from middle school through college toward careers in medicine.

• To recruit, support and challenge rising physicians with mentorship, hands-on leadership opportunities, financial incentives, peer groups and professional recognition.

“Diversity matters to our community, because we tend to seek care from people who look like us,” Dr. Larkins-Pettigrew says. “Diversity also matters because when you have a rich, diverse environment, you get ideas, vision and innovation from all different backgrounds. That adds value to health care and enriches UH for our physicians and employees.

“We have received many, many diversity and inclusion awards at UH, and we have a lot to be proud of, because we have paid attention,” she concluded. “But there is still much room to improve.”
When Wilhemina Koomson studied at the Cleveland School of Science & Medicine, John Hay Campus, she found the role models she needed nearby at University Hospitals. They showed her surgeries, taught her to do laboratory research and inspired her to believe in herself.

Now it’s Ms. Koomson’s turn to be inspirational. When she returned to her University Circle high school in 2014 to deliver the commencement address, she was a Princeton graduate and a research fellow at Harvard. Today, she is a PhD student at Yale, pursuing a future as a physician-scientist – and a mentor.

The Cleveland School of Science & Medicine is a rare urban public school that produces results on par with private schools. UH provides mentors, along with hands-on learning opportunities, curriculum consulting and financial backing. The results have been remarkable: Graduation and college-going rates approach 100 percent for its students, nearly all of whom are minorities from economically disadvantaged backgrounds.

“When I tell people about the school I went to, people are in awe,” Ms. Koomson says. “It made us realize that there is something after – and we were pushed to work toward that future.”

“I didn’t get where I am on my own, and the best way to say ‘Thank you’ is to help other people.”

SKILLS FOR LIFE

Collectively, the Greater University Circle neighborhoods around University Hospitals Case Medical Center have some of our region’s highest rates of unemployment and poverty. That’s a big reason why UH created a workforce-development team to help neighbors learn job skills and secure and keep new jobs – including careers at UH.

We’re now expanding our successful work with nonprofits such as Towards Employment and Neighborhood Connections to train and hire scores of entry-level workers and help them advance in their careers.

The life-changing results have earned UH international acclaim, including a spot among Training magazine’s global Training Top 125 employers.
“Colon cancer occurs 25 percent more frequently in African-Americans than in other races,” says Sanford D. Markowitz, MD, PhD, a cancer physician at UH Seidman Cancer Center. “We are working with African-American communities to study why these cancers are more common and more deadly.”

Dr. Markowitz and colleagues at the Case Comprehensive Cancer Center at Case Western Reserve University recently identified gene changes (mutations) that only appear in the tumors of African-American colon cancer patients. They were the first clinical research team to gather enough tumor samples from African-American patients to make the comparison, analyzing colon tumors from 103 African-American and 129 Caucasian patients. Before their study, only four colon cancer tumors from African-American patients had been sequenced genetically.

“Finding these differences is the first step to now working to develop therapies to target and treat tumors with these specific mutations,” says Dr. Markowitz. “We’re doing our utmost to make sure this health disparity is addressed.”
With a medical background in adult psychiatry and training in addiction psychiatry, Christina Delos Reyes, MD, is well-prepared to take on one of the fastest-growing community needs: addiction.

A champion of evidence-based therapies for addiction, especially among persons with mental illness, she has witnessed programs like Maternal Opiate Medical Services (MOMS) help women free themselves from the grip of prescription drugs and heroin.

“We have gotten them into long-term sobriety so they are able to raise healthy babies,” says Dr. Delos Reyes. “That has only been possible because they have gotten into recovery.”

UH’s Addiction Recovery Services, an outpatient program, consists of both an intensive outpatient program and a partial hospitalization program. UH also brings psychiatric treatment to the community through its Public Academic Liaison (PAL) program, under the leadership of UH’s Robert Ronis, MD, and Kathleen Clegg, MD. At locations like the Centers for Family and Children and Recovery Resources in Cleveland and inner-ring suburbs, UH medical residents and attending physicians provide psychiatric services to low-income and uninsured patients.

Depression and anxiety are the most common forms of mental illness among people with substance use disorders. And those who suffer from bipolar disorder are most likely to have problems with substance abuse.

“Mental illness and addiction typically interact with each other in a way that makes each diagnosis worse,” Dr. Delos Reyes says. “Two brain diseases are more difficult to treat than either one alone.”

Someday, Dr. Delos Reyes would like to see mental illness and addiction treated as urgently as patients with chest pain or heart disease, without delays. She yearns to erase the stigma against those with addiction and mental illness. In her perfect world: “People would have full insurance coverage for these illnesses, there would be no waiting lists – and addiction and mental illness would be treated as chronic brain conditions and not as moral/social problems.”

“Expectant mothers struggling with heroin addiction have their best chance of raising healthy babies with the support of MOMS showing them the way to recovery,” said Christina Delos Reyes, MD.
To learn about University Hospitals’ Financial Assistance Program, please visit UHhospitals.org/FinancialAssistance.