INCREASING OUR
Community Impact

2016 COMMUNITY BENEFIT

Community Health Improvement
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.

Education and Training
UH elevates standards of health care here and elsewhere by preparing future generations of caregivers. More than 1,000 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 health care careers.

Charity Care
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
Thousands more of our low-income 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.

Research
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 health care companies, our professionals elevate care standards and develop new ways to diagnose, prevent, treat and cure diseases and injuries.

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1 UH's gross community benefit investment for 2016 was $359 million.
2 Under Internal Revenue Service Guidelines, we subtracted $18 million from Medicaid Shortfall to reflect net funding recorded from the federal Hospital Care Assurance Program.
3 We subtracted $37 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.
To Heal. To Teach. To Discover.

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.

UH Community Impact Over the Last Decade

$2.31 Billion Total

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<th>Year</th>
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About University Hospitals

University Hospitals is the health care partner that Northeast Ohioans have trusted for over 150 years. UH works with our community to identify and address our region’s most pressing health care needs through research, charitable care, education, training and community outreach by subsidizing care to Medicaid patients since this government program pays well below the cost of providing such care. UH provides national leadership and neighborhood care through an integrated system of 18 hospitals, more than 40 outpatient centers and hundreds of other care-delivery points. More than 30,000 UH physicians and employees serve more than 1 million individual patients with the finest quality care, best care experiences and highest care value, at every stage in life.

To learn more about how UH can help you, go to UHhospitals.org. To learn how you can help UH, visit UHgiving.org.

And to find out more about our community events, visit UHhospitals.org/About/Community-Benefit.
Adult Sexual Assault

Nurse Examiner Program

Sexual Assault Nurse Examiners (SANE) are registered nurses who have completed specialized forensic training in the care and treatment of sexual and domestic assault victims. Across the University Hospitals health care system, the adult SANE program provides examination, treatment and support to anyone in need of care following sexual assault. A member of the Cuyahoga County Sexual Assault Response Team (SART), the UH SANE program works collaboratively with law enforcement, victim advocacy groups and the justice system. The specialized program and expert staff are made possible through partial funding from the State of Ohio’s Victims of Crime funding. In 2016, UH attracted $284,000 in grant funding to address victims of sexual and domestic violence.
Changing Patients’ Futures

Struggling once again because of COPD (chronic obstructive pulmonary disease), Connie Fleming had already faced several hospitalizations that left her feeling emotional about her health. To provide care beyond his patient’s immediate medical condition, James Mooney, MD, explored Connie’s perception of her chronic medical problems as it related to a prior history of tobacco use as a treatment plan for her anxiety and depression.

“It was then that she shared the more personal issues that were adversely affecting her emotional health,” said Dr. Mooney, Chief Medical Officer, University Hospitals Samaritan Medical Center. “We made the connection of those to her behavioral choices, which led to my introduction to Todd.”

UH Clinical Counselor Todd Yordy and Dr. Mooney work together with patients to assess the behavioral choices that may adversely affect a person’s health, especially those rooted in childhood trauma, with subsequent cognitive behavioral therapy. This approach, which is based on the ACE (Adverse Childhood Experiences) study, has changed Dr. Mooney’s practice. “I always knew that a person’s social history had a profound impact on his or her physical health,” he said. “The ACE study gave me the construct to implement a standard language for all practitioners to assist in the care of my patients. Instead of asking patients, ‘What is wrong?’ – with the implication of what is wrong with you – I now ask, ‘What happened to you?’”

As Dr. Mooney explained, by shifting this focus, patients can begin to understand their role in the healing process and the adverse consequences of their behavior to “self-treat” childhood trauma. “Self-treatment methods may relate to tobacco use, alcohol use, recreational drug use, obesity and violence, to name only a few,” said Dr. Mooney. “I ask patients if they would like to understand the connection between their emotional and physical health.”

When adverse behaviors are adopted to manage emotional health, these choices have a direct link to disease, disability and other social problems, said Dr. Mooney.

“As a result, our society faces the downstream effect of higher costs of health care, increased rates of disability, rising incidence of anxiety and depression, increased rates of incarceration for drug addiction and associated crimes, and early death for those with the highest ACE scores.”

Todd and Dr. Mooney have spoken about the impact of the ACE study as it relates to physical health to several community groups and health care providers. “My hope for communities, social organizations and churches relates to increasing awareness of the connection between our emotional and physical health,” said Dr. Mooney. “The development of a trauma-informed community would go a long way to lessen the burden of our societal ills.”

Connie said she is thankful. “It was life-changing to face a lot of issues I hadn’t focused on for years. At 73, I thought I had everything together, but I didn’t. I’ve learned to accept things the way they are without dwelling on the past.”
As Timmy concentrated on his floating position, he listened as his swim instructor taught him how to perfect his backstroke. But Timmy Hoston III was not the typical child getting swim lessons – he was a member of Kids Kicking Cancer, a University Hospitals-sponsored program designed to encourage young patients and survivors of cancer and blood disorders to be active and engage socially.

Mac Lewis, a Cleveland State University swim team member and volunteer, said coaching Timmy was an eye-opening experience for him. “When I first saw his chest markings, I could only imagine the struggle that he had faced,” said Mac. “I wanted to make the lesson as fun as possible, yet still work on key techniques he could use when swimming with friends. With the battle he had been through, it made seeing him smile that much more rewarding.”

In 2016, Michele Rothstein, Kids Kicking Cancer Program Coordinator, said 89 patients, ranging in age from 5 to 18 years old, and their families attended various sports and social programs in the community, such as swimming, bowling and cooking. Volunteers at the outside activities helped the children and families. In-hospital activities included a smoothie day and beauty day at UH Rainbow Babies & Children’s Hospital’s Angie Fowler Adolescent & Young Adult Cancer Institute. Children and teens do not have to be UH patients to participate, and all activities are free. Kids Kicking Cancer has been supported through a $1 million gift from Bert and Iris Wolstein.

“Kids Kicking Cancer initially started because obesity is a huge side effect of cancer, and patients are sometimes disengaged,” said Michelle. “A big part of the program is relationship building and creating a support system for each other, both parents and kids.

“Kids Kicking Cancer gives these kids an opportunity to realize their full potential. Whether it’s kicking a soccer ball or making a new friend, they can do everything everybody else can do.”

From left: Timothy Hoston III and MacJilton Lewis
Reinforcing its mission of building lifesaving communities, University Hospitals Parma Medical Center trained more than 450 municipal employees and leaders in nine cities to perform lifesaving skills.

University Hospitals EMS Training & Disaster Preparedness Institute instructors taught cardiopulmonary resuscitation (CPR) and automated external defibrillator (AED) use to the city staff of Broadview Heights, Parma, Parma Heights, Brooklyn, Brooklyn Heights, North Royalton, Seven Hills, Newburgh Heights and Independence.

Supporting the initiative, Broadview Heights Mayor Samuel J. Alai said a first responder can be anyone—a friend, lifeguard or city worker. “A first responder may be a service department worker driving a snowplow who happens to see a resident suffering a heart attack in his driveway,” said Mayor Alai. “We all have to be prepared. With all of the lifesaving techniques and innovations in medicine, we still need to provide CPR and basic first aid as a first response.”

UH Parma Medical Center provided wellness grants to cities based on the number of employees trained and certified in CPR through the first half of the year.

The American Heart Association reports that people who suffer cardiac arrest are up to three times more likely to survive if they receive CPR from a bystander.
When she was in college, Christin Farmer found out she was pregnant. Although she wanted a doula to attend her labor and delivery, she discovered that she didn’t know where to find one and also didn’t have the means to pay. But unlike some mothers with no social support network, Christin had her family, friends and partner there to help her with her newborn, which allowed Christin to return to college and finish her degree.

From her birth experience then to her current position as Birthing Beautiful Communities Executive Director, Christin developed a lifelong passion for helping inner-city expectant mothers. With the support of Cleveland Foundation, Neighborhood Connections and the Ohio Department of Medicaid grants, the program was designed specifically to train African-American women as doulas for expectant mothers in Greater Cleveland neighborhoods. This effort is highly relevant given that African-American babies die at a rate that is three times that of Caucasian babies in Cuyahoga County and across Ohio.

University Hospitals is involved through its participation in the Greater University Circle’s Community Health Initiative (GUCCHI) that addresses infant mortality and helps ensure that babies reach their first birthday.

“The majority of our moms come from UH,” said Christin. “We have a great team with UH Rainbow Babies & Children’s and MacDonald Women’s hospitals. We work closely with the UH midwifery team and the Centering Pregnancy Program.”

In contrast to traditional doula services, Birthing Beautiful Communities provides a cultural context to support African-American expectant mothers, delivering services from pregnancy planning through the postpartum period after the baby is born. “We created a holistic birth equity model that includes education, preconception, pregnancy, labor and delivery, postpartum, housing, mental health, work force, education, entrepreneurship and legal assistance.”

Birthing Beautiful Communities hosts two to three classes per week for participants with a range of topics, including parenting and co-parenting classes. Fathers as well as mothers benefit from their classes: In one of the organization’s novel approaches, Christin said they raised awareness about infant mortality among fathers by hosting a “pop-up” workshop at a neighborhood restaurant. “We paid for 50 meals and stood outside, inviting fathers to come in, saying, ‘In order to get a meal, you have to listen to us,’” said Christin. “The fathers were open, and they shared their own experiences with premature babies and pregnant mothers.”
Project Temple –
Keeping the Faith in Breast Health

In the beginning, University Hospitals Seidman Cancer Center’s Project Temple reached out to African-American women in their churches to offer education about the importance of breast cancer screenings. Today this community-based program, with assistance from the American Society of Breast Surgeons Grant, continues its mission by offering talks about breast health and cancer screening awareness in many places, both locally and internationally.

Petrina Patterson, Cancer Program Coordinator, Community Outreach, UH Seidman Cancer Center, said the Susan G. Komen community profile showed areas where women did not participate in annual breast screenings. With that information, Project Temple went into faith-based communities and spread the message at local churches. “The project conceived of going into the community where there is a lack of education,” said Petrina. “In the faith-based community, the women relate to their bodies as temples of Christ.

“With Project Temple, we are teaching, educating, mentoring, prevention and empowering. Project Temple grew and now we provide services to more than the underserved.

“For example, we conduct lunch-and-learn sessions at area employers, present at the Gathering Place, speak at grandparents groups, and talk to daycare mothers and to teachers before they start school.”

In addition to reaching local organizations and companies, the Project Temple message continued to expand. Petrina traveled to Guyana, where she taught villagers the importance of breast cancer awareness. Additionally, Petrina and Cynthia Owusu, MD, UH Seidman Cancer Center physician, reached Ghanaians in Cleveland and Columbus via the Greater Cleveland Seventh Day Adventist Church, where they were able to translate the Project Temple message.

At Project Temple presentations, Petrina schedules a breast cancer survivor to speak. “I always take a survivor to tell her story that you can live with and after breast cancer,” she said. “We celebrate her survival.”

DADS’ ROLE IN
Infant Breastfeeding

Fathers can help new mothers by supporting the decision to breastfeed their infant. Through nursing, babies receive necessary nutrition, improved immunity, decreased incidence of allergies and other healthy advantages. Additionally, mothers who breastfeed show improved health.

But for many high-risk, inner-city mothers, challenges interfere with the choice to breastfeed their babies.

To educate and engage fathers in the important role of breastfeeding, Community Endeavors, Inc. and the City of Cleveland Department of Public Health MomsFirst™ Project have partnered with University Hospitals Rainbow Babies & Children’s Hospital pediatrician Lydia Furman, MD, through the Breast for Success program. Early results of the program are encouraging, and show that 85 percent of the dads were more likely to want their next baby to be breastfed.
Providing Comfort Through Music Therapy

Music therapy was introduced at University Hospitals Elyria Medical Center in September 2016 as a supplement to the high-quality medical care patients receive there. The program – which is offered at no cost to patients – is supported by a $10.6 million gift from Lorain County native Karen Mole and the Hampson Family Foundation, along with a $1.5 million gift from the Elyria Medical Center Foundation.

During her sessions, Samantha Huffman, UH music therapist, uses instruments, such as the guitar, drums and xylophone, along with her main instrument – her voice – to help address both emotional and physiological issues inpatients may have. “Music therapy is an evidence-based practice that can reduce pain and stress,” said Samantha. “By talking with patients and determining how they experience pain, I can utilize music interventions to help relieve it.”

Two large carts accompany Samantha on her visits to patient rooms, which are requested by hospital nursing staff and other health care professionals. One cart carries her instruments while the other houses a mobile recording studio. “Songwriting can be a powerful coping mechanism,” said Samantha, who can provide patients with a CD or digital file to take home with them. “Together, we can create a list of compositions that help entrain the body from a state of anxiety to relaxation. The music trains the body back to homeostasis.”

In the last quarter of 2016, Samantha conducted 329 music therapy sessions at UH Elyria Medical Center and averages approximately 100 sessions per month. Music therapy is provided through UH Connor Integrative Health Network, which provides complementary therapies to augment traditional medicine. Music therapy is also offered at several other UH hospitals, including UH Cleveland Medical Center, UH Seidman Cancer Center, UH Rainbow Babies & Children’s Hospital, and UH Ahuja, Bedford and Richmond medical centers.
“Music is my needle. And, it has no side effects.”
– Samantha Huffman, MT-BC, UH Music Therapist
High school students with a keen interest in life sciences are able to explore health care careers through the Beachwood Medical Academy. University Hospitals Ahuja Medical Center and Beachwood High School developed this unique program that provides students with opportunities for hands-on experiments and presentations.

During the school year, 18 high school students, from freshmen through seniors, attended monthly seminars to learn about the careers of physicians, clinicians and nonmedical professionals. Barbara “Bobbi” Rude, Community Outreach Nurse, UH Ahuja Medical Center, provides programming and scheduling for Beachwood Medical Academy. She said a dietitian pharmacist and nurse quality manager were among those who highlighted their careers. “Also, our UH pediatric orthopedic surgeon gave a very well-received talk with very detailed photos of a surgery.”

Beachwood Medical Academy students also attended hospital grand rounds to experience the day-to-day duties of physicians. During the summer, students took courses in anatomy and physiology, genetics and bioethics. Students also participated in field trips where they learned CPR and dissected calves’ organs.

At UH Ahuja Medical Center, the high schoolers tried their hand at guiding the daVinci® robotic arm to pick up and move certain items while they looked at their actions via a video screen from across the room.

“They actually played the game of Operation,” said Bobbi. “They manipulated a rubber band and one girl tried her hand at sewing. Students who were really fascinated got more time because they deserved it.”

About 15 UH physicians, nurses, clinical staff and allied sciences professionals volunteer at Beachwood Medical Academy.

Through UH Ahuja Medical Center, Beachwood Medical Academy has expanded its no-cost program in 2017 to include other area high school students.
As more people are becoming focused on health and fitness, the need for trained professionals in exercise science and sports medicine is growing. Charles F. Brush High School, in Lyndhurst, is meeting that future job demand with a two-year educational program for high school students with the help of Excel TECC and University Hospitals Richmond Medical Center, a campus of UH Regional Hospitals.

In 2016, the curriculum for the program at Charles F. Brush High School was approved by Excel TECC, which provides career preparatory programs to students in South Euclid-Lyndhurst, Aurora, Beachwood, Chagrin Falls, Mayfield, Orange, Richmond Heights, Solon and West Geauga. Students in the first class beginning in fall 2017 will learn the basics of preventing, diagnosing and treating injuries related to sports and exercise, along with courses in anatomy and physiology and medical terminology. Real work experience will be provided through shadowing and clinical hours in an approved health care facility. Guest speakers will include health care providers from UH Richmond Medical Center.

For the past three years, Tina Thompson, Athletic Trainer, Sports Medicine, UH Richmond Medical Center, has helped rehabilitate student athletes at the school. This specialized care has been offered in collaboration with Christopher Tangen, DO, UH Richmond Medical Center, and Charles F. Brush High School Athletic Director Mike Murphy. Tina said she finds the upcoming program valuable, noting, “Students often ask me, ‘What do you do, and how can I train to become one too?’”

The primary objective of Excel TECC is to prepare students to enter a four-year college, two-year technical school or a career of their choice. With the skills and knowledge gained from this program, students may elect to pursue further education to become an athletic trainer, physical therapist or exercise physiologist.
When the patient came to UH because of clotting disorder complications, a difficult decision needed to be made: whether to amputate both legs or allow him to die with dignity. Although such a decision is never easy, it was complicated by the fact that the patient couldn’t make his own decisions due to a severe mental illness – and he had no family to consult.

If patients have no proxy – or a legally appointed representative to make health care decisions – complex health decisions may be delayed weeks or months until legal guardianship is established, or until the situation becomes an emergency and the physician must solely make the treatment choice without input.

To assist physicians and expedite treatment for these patients, UH has created a program called Patients Without Proxy, which was developed with the approval of the Cuyahoga County Probate Court. After an intensive search for family by the medical team and UH clinical ethicist, this team of community
Caring Support Continues From UH Hospital-to-Home

UPON hospital discharge, many patients are deemed well enough to go home. But for those who need extra support, the Hospital-to-Home program at University Hospitals Conneaut and Geneva medical centers is just what the doctor ordered. This in-home, community outreach program provides nurse-guided patient education on disease care and treatment, prescription and appointment assistance, and connection with other community resources.

Chris Horwood, of Conneaut, who has chronic obstructive pulmonary disease (COPD), receives Hospital-to-Home services from Denise Brown, Community Outreach Nurse, UH Volunteer Services. “Denise has provided psychological and moral support for me and my wife, Doreen, and lets us know how UH can continue to help, such as referring us to other UH doctors, bringing medical supplies and guiding Doreen since I am terminal,” said Chris.

“I want people to know there is help and support available through this UH program.”

To determine whether a patient would benefit from Hospital-to-Home services, an interdisciplinary team of health care providers assesses the patient’s condition before he or she is discharged. Patients often have a chronic diagnosis, such as COPD or diabetes. If the patient is a candidate, he or she is asked whether he or she would like to participate in the voluntary program at no cost.

Once the patient is at home, the Hospital-to-Home nurse will call within two days to arrange an at-home, initial assessment. After this visit, the patient can decide whether to continue the program with in-home visits or by phone. “Many patients want to go home and be independent,” Denise said. “By participating in the program, patients are given the tools to be able to do that in a safe and healthy fashion. The more knowledgeable a patient is about his diagnosis, treatment and medication, the better and more active role he can have in his care.

“Also, in a time of financial strain for so many in the community, being able to offer this program at no cost is appreciated by many. How many times patients and families say what a blessing it is.”

Chris and Doreen are grateful for UH’s Hospital-to-Home program. “It’s your attitude and your support people, like my wife, UH and Denise – not just yourself – that help you do things,” said Chris. “With a diagnosis like this, you can choose to be determined or to be dead. I choose determined.”

These can be elderly patients with dementia who have outlived their families, mentally ill patients who have lost all contact with family or isolated individuals who simply have no one. When big decisions need to be made about surgery, treatments or end of life, and the patient is too ill to decide for himself, we can’t wait six weeks to get a guardian. So, our community volunteers from Patients Without Proxy come to deliberate with the medical team and figure out together what is in the best interest of the patient.”

In the case of the patient who faced amputation, Patients Without Proxy advocated for surgery. The patient returned to his nursing home, and a guardian was eventually appointed to help him face the future.
Growing a Community Garden

WHERE the daisies bloom and the tomatoes ripen, employees and volunteers from University Hospitals Bedford Medical Center work alongside community organizations and residents to improve the Bedford Community Garden. With a grant from the City of Bedford, Brenda Junkin, Center for Lifelong Health Coordinator at UH Bedford Medical Center, led the effort to transform a grassy plot behind Central Primary School into a thriving garden of 47 plots. The garden brings together people from all walks of life and varying abilities. Members include Central Primary School teachers, Hope United Methodist Church parishioners, and participants of UH Bedford Medical Center’s Age Well Be Well club, which encourages seniors to lead an active and socially engaged lifestyle. Participants socialize and learn through gardeners’ gatherings and Ohio State University Extension Master Gardener visits. “We are totally organic and no pesticides are allowed,” said Brenda. “We have two compost areas as well.”

Raised beds were built at the front of the garden by Bedford High School students to provide easy access for seniors and those with disabilities.

“The garden has been awarded a grant from GardeningKnowHow.com to be used for more raised beds,” said Brenda.

“It’s good hard labor that hopefully produces good homegrown produce. At Bedford Community Garden it produces so much more – the camaraderie alone is priceless. We help each other and are truly a community garden.”

Another community garden that is supported by UH efforts is on the grounds of UH St. John Medical Center, a Catholic hospital, in Westlake.
LifeAct, in partnership with University Hospitals Rainbow Babies & Children’s Hospital and FrontLine Service, delivers a lifesaving suicide prevention educational program to over 200 Northeast Ohio middle schools and high schools.

This collaborative community outreach program raises awareness, reduces stigma and offers help for teen depression and suicide prevention. The in-school program has reached over 25,000 students to date and has helped over 1,800 youth who self-identified as “at risk,” according to Jack Binder, LifeAct CEO. “LifeAct’s programming is part of the solution to identify ‘at risk’ teens early and reverse and halt the heartbreaking number of teen suicides in Ohio.”

FrontLine Service, which provides a continuum of care for crisis and trauma, extended the LifeAct work in schools by providing referrals for treatment at community mental health services or through UH Rainbow Babies & Children’s Hospital.

John Hertzer, MD, UH Rainbow Babies & Children’s Hospital Division Chief, Child and Adolescent Psychiatry, is the LifeAct Board President.

“The young people referred to us may not have otherwise sought mental health treatment. These programs can change the course of people’s lives,” said Dr. Hertzer.

“Generally, the earlier mental health conditions are treated, the better the outcomes.”

The benefits of involvement in LifeAct may extend well beyond Northeast Ohio. UH Rainbow Babies & Children’s Hospital’s Felipe Amunategui, PhD, Associate Program Director, Child Psychiatry, and Irina Bransteter, PhD, UH Psychology Post-doctoral Fellow, are assisting LifeAct with a research outcome evaluation that could lead to an evidence-based model for treatments and teen suicide prevention.

LifeAct Delivers Hope

From left: Irina Bransteter, PhD; John Hertzer, MD; Felipe Amunategui, PhD; Jack Binder
Over the years, I have had the distinct privilege of serving as the Vice President, Government & Community Relations, of University Hospitals. In this role, I have seen the direct impact of UH’s efforts to serve the people of Northeast Ohio with quality health care and community benefit. Each year UH has experienced growth in providing community benefit – with investments and provisions in community health improvement, education and training, and research – and has acquired costs from Medicaid shortfall and charity care.

For more than 150 years, UH has offered its hand to help the most needy in our community, and has worked with several community organizations that assist in that cause. University Hospitals has grown from its humble beginnings as Wilson Street Hospital in 1868 and Maternity Home of Cleveland and Rainbow Cottage in 1891 to a health care system serving more than 1 million patients and families from Ashtabula to Ashland to Amherst. UH offers the region’s largest network of primary care providers, a dozen community hospitals, two rehabilitation hospitals and more than 40 community health centers.

Beyond the health care provided directly by UH, we benefit Northeast Ohio through our commitment to community health improvement programs and education and training. Many examples of the fine organizations that we assist are noted in this Community Benefit Report.

Additionally, I am honored to have served as the 2016 United Way of Greater Cleveland Campaign Co-Chair. University Hospitals partnered with United Way of Greater Cleveland in 2016 to provide staff with the opportunity to volunteer in the communities UH serves through UH Days of Caring. UH provided an overall financial impact through our UH Days of Caring of over a quarter of a million dollars. UH employees volunteered during Red Nose Literacy Days at several Cleveland elementary schools, a playground build at Luis Munoz Marin School, beautification projects, meal service at church shelters and helped out at many more locations.

Through its health care and community benefit, the care UH provides today will continue to benefit Northeast Ohioans into tomorrow. At University Hospitals, our caring is truly for Our Community. Our Calling.

Sincerely,

Heidi L. Gartland
## UH Medical Centers
- UH Cleveland Medical Center
- UH Rainbow Babies & Children’s Hospital
- UH MacDonald Women’s Hospital
- UH Seidman Cancer Center
- UH Ahuja Medical Center
- UH Bedford Medical Center
- UH Conneaut Medical Center
- UH Elyria Medical Center
- UH Geauga Medical Center
- UH Geneva Medical Center
- UH Parma Medical Center
- UH Portage Medical Center
- UH Richmond Medical Center
- UH St. John Medical Center
- UH Samaritan Medical Center

## UH Joint-Venture Hospitals
- UH Avon Rehabilitation Hospital
- UH Rehabilitation Hospital
- Southwest General Health Center

## UH Surgery Centers
- UH Lyndhurst Surgery Center
- UH Mentor Surgery Center
- UH Westlake Surgery Center

## UH Health Centers
- UH Amherst Health Center
- UH Ashtabula Health Center
- UH Aurora Health Center
- UH Avon Health Center
- UH Bainbridge Health Center
- UH Baney Road Health Center
- UH Broadview Heights Health Center
- UH Chagrin Highlands Health Center
- UH Chesterland Health Center
- UH Concord Health Center
- UH Euclid Health Center
- UH Fairlawn Health Center
- UH Geauga Health Center
- UH Hudson Health Center
- UH Independence Health Center
- UH Kent Health Center
- UH Kettering Health Center
- UH Landerbrook Health Center
- UH Madison Health Center
- UH Mantua Health Center
- UH Mayfield Village Health Center
- UH Medina Health Center
- UH Mentor Health Center
- UH North Ridgeville Health Center • (opening 2017)
- UH Otis Moss Jr. Health Center
- UH St. John Health Center
- UH Samaritan Health Center
- UH Sharon Health Center
- UH Sheffield Health Center
- UH Solon Health Center
- UH Streetsboro Health Center
- UH Twinsburg Health Center
- UH University Suburban Health Center
- UH Urgent Care partnering with Southwest General Brook Park
- UH Walden Health Center
- UH Wellpointe Health Center
- UH Westlake Health Center

## Key
- • Emergency Room
- + Urgent Care
- * Emergency Room/Urgent Care
- 1 Campuses of UH Regional Hospitals
- 2 A Joint Venture with Kindred Healthcare

To learn about our Financial Assistance Program, visit [UHhospitals.org/FinancialAssistance](http://UHhospitals.org/FinancialAssistance).

For more on our community benefit events, visit [UHhospitals.org/About/Community-Benefit](http://UHhospitals.org/About/Community-Benefit).