



2025 UNIVERSITY HOSPITALS

COMMUNITY HEALTH INVESTMENT REPORT

Turning Purposeful Investment
Into Lasting Community Impact



University Hospitals



MISSION

To Heal. To Teach. To Discover.



VISION

Advancing the Science of Health
and the Art of Compassion.

CORE VALUES

Service Excellence | Integrity
Compassion | Belonging | Trust

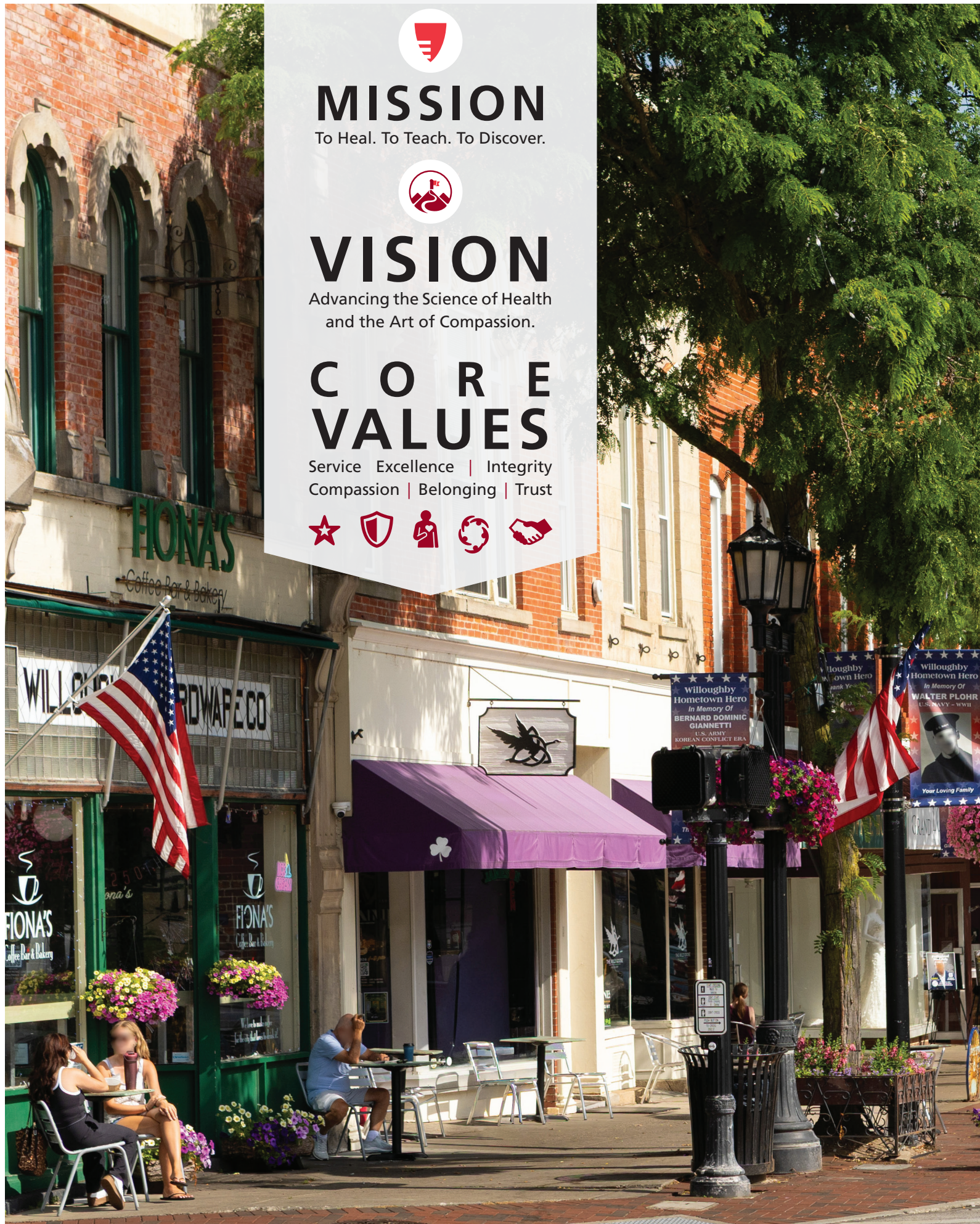




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DEAR FRIEND,

In 2025, University Hospitals delivered care in new and meaningful ways throughout the communities we serve – turning purposeful investment into lasting impact. Our community health investments totaled \$605 million, advancing programs, partnerships and services that improve health, strengthen opportunity and support those who need it most.

This work reflects who we are. Community health remains central to our mission, and that commitment is evident every day. Guided by our focus on maternal and child health, well-being and economic opportunity, we are addressing both immediate needs and the broader issues that shape health – helping individuals and families not only access care, but build healthier, more stable futures.

As a nonprofit health system, we believe financial strength is essential to sustaining this impact. A stable foundation allows us to invest in the people and communities we serve. It enables us to move beyond simply filling gaps and instead focus on creating meaningful, long-term change. That strength allows us to translate investment into real, measurable impact across the communities we serve.

Throughout this report, you'll see how this commitment comes to life:

- Supporting families through activities like the Kids Summer Lunch Program and specialized services for children with complex needs
- Advancing well-being through collaborations with The Gathering Place as well as community-based diabetes wellness retreats
- Strengthening economic opportunity through workforce development programs that create pathways into healthcare careers
- Expanding access through innovative research and outreach, including school-based asthma initiatives and mobile clinical trials
- Extending care beyond clinical settings through caregiver volunteerism and partnerships with organizations like MedWish MedWorks and Greater Cleveland Food Bank

Together, these efforts reflect an important evolution: community benefit is not just about addressing immediate needs, but about driving lasting impact.

That shift is made possible by the strength of our people and partnerships. Our caregivers bring this work to life every day – volunteering their time, sharing their expertise and building stronger connections across the communities we serve. At the same time, our collaboration with community organizations allows us to address complex challenges in more coordinated, effective ways.

For 160 years University Hospitals has been guided by the belief that caring for our communities is both a privilege and a responsibility. Today, that legacy continues through thoughtful investment, collaboration and a shared commitment to better health for all. As we look ahead, we remain committed to advancing that legacy – creating opportunity, strengthening communities and improving lives for generations to come. Thank you for being part of this work and for helping make lasting impact possible.



Jerry L. Kelsheimer

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HEIDI L. GARTLAND,
MHA, FACHE
Chief Government & Community
Relations Officer
 University Hospitals

Celina Cunanan

CELINA CUNANAN, MSN,
APRN-CNM, FACNM
Chief Health Impact Officer
 University Hospitals

COMMUNITY HEALTH INVESTMENT PRIORITY AREAS

At University Hospitals, our commitment to community health guides everything we do. We continue to listen, learn and act – guided by Community Health Needs Assessments and strong partnerships with local health departments and community organizations. These insights help us target resources where they can create the greatest and most lasting impact.

Building on this foundation, UH remains deeply committed to expanding access to high-quality care and improving health outcomes across Northeast Ohio. Our 2025 Community Health Investment Report demonstrates that when health systems are stable, community benefit efforts can evolve from addressing immediate needs to driving long-term, measurable impact.

Our Community Health Investment Strategy focuses on three priority areas:



We optimize outcomes for women and children by providing:

- Integrated clinical and behavioral health services
- Social needs navigation
- CenteringPregnancy and group care models
- Mobile community health programs



We strengthen overall well-being through:

- UH Community Wellness Centers
- UH Cutler Center for Men
- Behavioral health initiatives
- Mobile screenings and preventive care
- Nutrition and food security programs



We invest in community stability by advancing:

- Workforce development and outreach
- Youth career pathway initiatives

Together, these priorities reflect a coordinated approach to improving health outcomes, strengthening communities and addressing the factors that influence well-being. By aligning our resources, partnerships and expertise, UH is working to create lasting impact – supporting healthier individuals, stronger families and more resilient communities across Northeast Ohio.

UH 2025 COMMUNITY HEALTH INVESTMENT

**\$605 MILLION
TOTAL IN 2025**

\$401 MILLION²

in community benefit was for contribution categories on the IRS Form 990 Schedule H.

\$204 MILLION¹
UNREIMBURSED
MEDICARE COSTS

UH provides services to many patients who are insured by Medicare and Medicare Advantage payers. Because these payers reimburse at less than the cost of providing care, and at rates set by the government, they typically do not keep pace with inflation, and therefore UH sustains a loss on care provided.

¹ UH estimates these losses based on available information and all estimates are subject to change. This loss is in addition to the \$401 million Community Benefit spend.

² UH's gross community benefit investment under IRS 990 guidelines for 2025 was \$508 million.

³ Under Internal Revenue Service guidelines, we subtracted \$17 million from Medicaid Shortfall to reflect net funding recorded from the state Hospital Care Assurance Program.

⁴ We subtracted \$90 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.

\$78 MEDICAID SHORTFALL³

Thousands more of our under-resourced neighbors now qualify for Ohio's expanded Medicaid coverage, yet the state and 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.

\$127 EDUCATION AND TRAINING⁴

UH elevates standards of healthcare here and elsewhere by preparing future generations of caregivers. In conjunction with Case Western Reserve University School of Medicine and Northeast Ohio Medical University, approximately 400 medical students train here each year along with nearly 1,200 physician residents and fellows, and thousands of nurses and other health professionals. We reach into our local community to teach lifesaving techniques and to inspire people to pursue healthcare careers.

\$71 RESEARCH⁴

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, Northeast Ohio Medical University and private-sector healthcare companies, our professionals elevate care standards and develop new ways to diagnose, prevent, treat and cure diseases and injuries.

\$75 CHARITY CARE

Some of our neighbors lack the means to pay for essential healthcare. Throughout our history, UH has always provided care without regard for ability to pay.

\$50 COMMUNITY HEALTH IMPROVEMENT⁴

Our outreach programs provide no-cost health screenings and help thousands of people understand their health, ways to improve and maintain it, and the resources available to them. We also invest in the community's health by supporting health-related community causes.



IMPACT BY THE NUMBERS

MATERNAL & CHILD HEALTH

Nearly **400** cases were handled by Medical Legal Partnership Services at UH Rainbow Ahuja Center for Women & Children, which in turn helped approximately **900** children.

Nearly **2,000** people received mammograms via the UH Mobile Mammography Unit.



Increased lead testing rates among children ages 12-24 months from approximately 50% in August 2025 to **95%** following implementation of in-office lead filter paper testing, eliminating the need for many families to go to the lab for a blood test.

In 2025, more than **660** patients at UH Rainbow Ahuja Center for Women & Children screened positive for a social need and were provided resource navigation and educational material. In addition, Rainbow Connects served **2,000+** families via the walk-in resource center, providing diapers, emergency baby formula and food bags.

150

More than **150** women at UH Rainbow Ahuja Center for Women & Children participated in CenteringPregnancy, with more than a quarter of them receiving intensive, one-on-one support from a mental health specialist.

7,897 meals were served to children through the UH Summer Lunch Program.



During the 2025-2026 school year, UH and LifeAct provided more than **55,000** students with suicide prevention and stress management education in over 210 schools across 17 counties in Ohio. Of those, more than **4,900** students were connected to school-based mental health support following a LifeAct program.

More than **3,600** children received vision check-ups through UH Rainbow Ahuja Center for Women & Children and the PRISM Clinic at UH Rainbow Babies & Children's, resulting in more than **4,600** visits.

More than **145,700** community residents participated in early detection screenings, health education, support groups, fitness programs and other health-related events through all our hospitals.

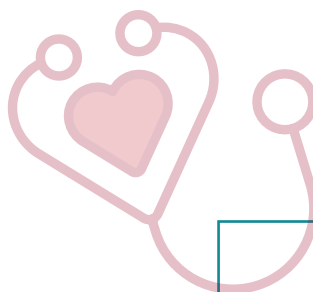


More than **6,200** people received food via UH Food for Life Market®.



UH Seidman patients had nearly **5,300** support and program interactions with The Gathering Place.

More than **320** community members participated in the UH Diabetes Wellness Retreats.



WELL-BEING

ECONOMIC OPPORTUNITY

More than **550** community members participated in the UH Youth Summit along with 140 UH and community partner volunteers.



More than **70** high school students participated in the UH Future Nurse Academy and more than **60** students participated in the UH Health Scholars program.

More than **200** people were hired via community-focused workforce pipeline programs.





UH RAINBOW'S KIDS SUMMER LUNCH PROGRAM OFFERS FREE MEALS TO MEET GROWING COMMUNITY NEED

Tough economic conditions are increasing food insecurity for families across Northeast Ohio, with children especially vulnerable. What's more, during the summer months, access to low-cost or free meals becomes even more limited as school-based meal programs pause.

In response, University Hospitals has expanded its efforts over the past 10 summers to provide free, nutritious hot lunches to kids and teens age 1 to 18 in UH cafeterias across the health system. There is no income qualification, and any child is eligible. Each set-menu lunch includes meat or meat alternative, vegetables, fruit, whole grains and milk – ensuring consistent access to balanced nutrition. Popular menu options include pizza and chicken nuggets.

It's fair to say it's wildly popular. The effort, with partial support from the Ohio Department of Education & Workforce Development's Summer Food Service Program, experienced peak demand in 2025, distributing 7,897 meals – a 45% increase over the previous year.



“The year-over-year increase reflects the growing pressure many of our families are facing to meet their most basic needs,” said Kathryn Wesolowski, Director, Community Outreach, UH Rainbow Babies & Children's and MacDonald Women's Hospital.



In response, the program expanded to seven sites. Under UH Rainbow's leadership, free lunches are now offered at UH Cleveland, UH Ahuja, UH Elyria, UH Parma, UH Portage and UH Samaritan medical centers – and most recently, UH Lake West Medical Center. UH Cleveland Medical Center alone serves an average of more than 100 meals per day.

Wesolowski says it's a huge benefit for families visiting loved ones in the hospital, as well as community members who rely on it regularly.

"We see every day the difference this program can make – especially for families with a loved one in the hospital who need to bring children along," she said. "Providing a reliable meal helps ease the financial burden, while also giving children a moment of comfort and normalcy. We're also seeing community members return regularly because this program is helping meet a very real and ongoing need."



SAFE TRAVELS

FOR KIDS WITH SPECIAL NEEDS

Every family looks forward to the day their child can travel home from the hospital. But for some children still required to ride in a car seat, their medical condition can make standard options unsafe or unusable. Leg casts may not fit, or a child may need special positioning after surgery or because of a chronic illness.

To address this need, the UH Rainbow Injury Prevention Center offers a specialized car seat program for children with complex medical needs. The program loans adaptive car seats free of charge to families in need – an essential service given these devices can cost \$1,000 or more. In 2025, the program loaned 30 car seats to UH Rainbow families.

Families receive hands-on training from one of three on-call, specially trained technicians to ensure proper installation and use, even for overnight or weekend discharges. When no longer needed, each seat is returned, thoroughly sanitized and prepared for reuse by another child.

“Families are relieved that this is one problem they don’t have to solve on their own,” said Jennifer Walker, who manages the program.

She recalls supporting a family whose child has osteogenesis imperfecta, or brittle bone disease. Over six years, the family has needed several loaner seats because of recurring fractures.

“Life is complicated for the family, and I felt hopeful that our special needs program had made day-to-day life a little easier for this mom, who was managing everything on her own, including a medically complex child,” she said.

The UH Rainbow Injury Prevention Center also supports families in properly installing standard car seats for newborns, with special support for NICU families. Another priority is helping families transition from a standard car seat to a long-term adaptive model.

“These adaptive seats are usually in the thousands of dollars and most insurance will only cover one, so we try to take the families’ long-term needs into consideration when making recommendations,” Walker said.



North Royalton firefighter Max Tisdale is receiving car seat training from Jennifer Walker



COLLABORATION OF UH SEIDMAN CANCER CENTER AND THE GATHERING PLACE PROVIDES HOLISTIC SUPPORT FOR PATIENTS

Sanford “Sandy” Weinberg was diagnosed with aggressive prostate cancer in 2013. The years since have brought both good news and challenges.

Yet Sandy is best known for his “survivorship”—a word that, for him, means far more than simply staying alive. It’s about thriving: offering guidance when asked, maintaining a sense of humor and approaching life with grace, gratitude and joy.

Sandy has been a UH patient for decades, and a UH Seidman Cancer Center patient since his diagnosis. That long-standing relationship, along with UH’s collaboration with The Gathering Place, shapes his outlook.

“When people ask me about my survivorship, I tell them it comes from having a three-legged stool,” he said. “One leg is my very supportive wife, my children and friends. The other is my cancer team – the oncologists, the radiologists, everyone at Seidman.

“And the third leg is The Gathering Place.”

The Gathering Place (TGP), founded by Eileen Saffran, opened in January 2000 in Beachwood. In 2008, a Westlake location opened – the Sandy Borrelli Center, named for another cancer survivor who credits UH with saving her life after a dire diagnosis.

Like many newly diagnosed patients, Sandy Weinberg turned to The Gathering Place, not far from his home in Orange Village, joining a support group called Prostate Partners for men and their partners.

“When you’re first diagnosed, you hear what the doctor is saying, but you may not really listen,” he said. “There’s so much to take in. You want to talk to someone who’s been

there – to hear what surgery was like, what side effects they had or didn't have."

He encountered an array of services, including nutrition, movement and exercise programs, as well as offerings for individuals (from one-to-one support, financial and legal consultations) and healing arts such as reiki and reflexology, creative arts and yoga – along with a beautiful garden for walking and reflection.

The Gathering Place supports not only those diagnosed with cancer but also their families, friends and caregivers. There are support groups for parents with a child who may have cancer and groups for children whose parent may have a diagnosis. Childcare is available, and all services are provided at no cost. In 2025, UH Seidman patients had 5,280 support and program interactions with The Gathering Place.

Sandy still spends a lot of time there – often as a volunteer, always as someone others turn to.

Chesley Cheatham, Director of Community Outreach and Engagement at UH Seidman, works closely with the UH-TGP collaboration. She notes that many UH Seidman providers give talks there about clinical research, treatment advances and other topics.

"It helps people understand what to expect," she said. "Also, the staff and volunteers help with unmet needs, from cooking to coping, and always answer any call with dignity, respect and inclusion."

Jeff Stanicki, Vice President of Partner Engagement for The Gathering Place, says he can't recall a time when there wasn't a collaboration with UH. "We've always shared a commitment to supporting their cancer patients and extended families," he said.

In recent years, that connection has only deepened. "It was always valuable, but now it's essential," he said. "Patients need the sense of community they find here."

"They receive one-on-one support from clinicians, social workers, registered dietitians and other trained professionals. Just as important is the normalization of what they're going through, so they feel less isolated and can connect through their shared experience." – Jeff Stanicki



Sanford "Sandy" Weinberg is meeting with CEO Adam Ross and Social Worker G Spangler, MSW, LISW, at The Gathering Place.



DIABETES WELLNESS RETREATS

PROVIDE EDUCATION, SUPPORT,
CONNECTION AND RELAXATION

324 people
attended the retreats in 2025



A Type 2 diabetes diagnosis changes a person's life – not only because it is a serious condition, but because managing it requires many significant lifestyle changes.

Care providers offer medication, advice and guidance, but the adjustments to diet and exercise, to name just two, can feel overwhelming.

That's one reason Betul Hatipoglu, MD, Medical Director of the UH Diabetes & Metabolic Care Center and the Mary B. Lee Chair in Adult Endocrinology, developed one-day wellness retreats for people with Type 2 diabetes, as well as for their family members and caregivers.

Held throughout Northeast Ohio – typically in community centers or UH facilities – these retreats are designed to improve access across the region and are offered at no cost. Support comes from private donations and grants.

Amanda Lesniak, Clinical Research Project Manager, oversees logistics for the retreats, which are held approximately 10 times each year. Dr. Hatipoglu designed the programs and leads them with her dedicated staff.

"It was Dr. Hatipoglu's dream and passion to offer these," said Lesniak. "We did a trial run in 2022, and by 2023, because of the demand, expanded them." About 30 to 40 people attend each session.

Diabetes is increasingly common in the U.S., and the CDC projects that about one-third of Americans could have it by 2050 if current trends continue.

Attendees must be 18 or older and have diabetes, prediabetes or another metabolic condition to attend the retreats.

"People leave with knowledge they didn't have about nutrition, exercise, blood sugar highs and lows, and technology," said Lesniak. For example, they learn about Continuous Glucose Monitoring (CGM) – how it works and why it can be so helpful.

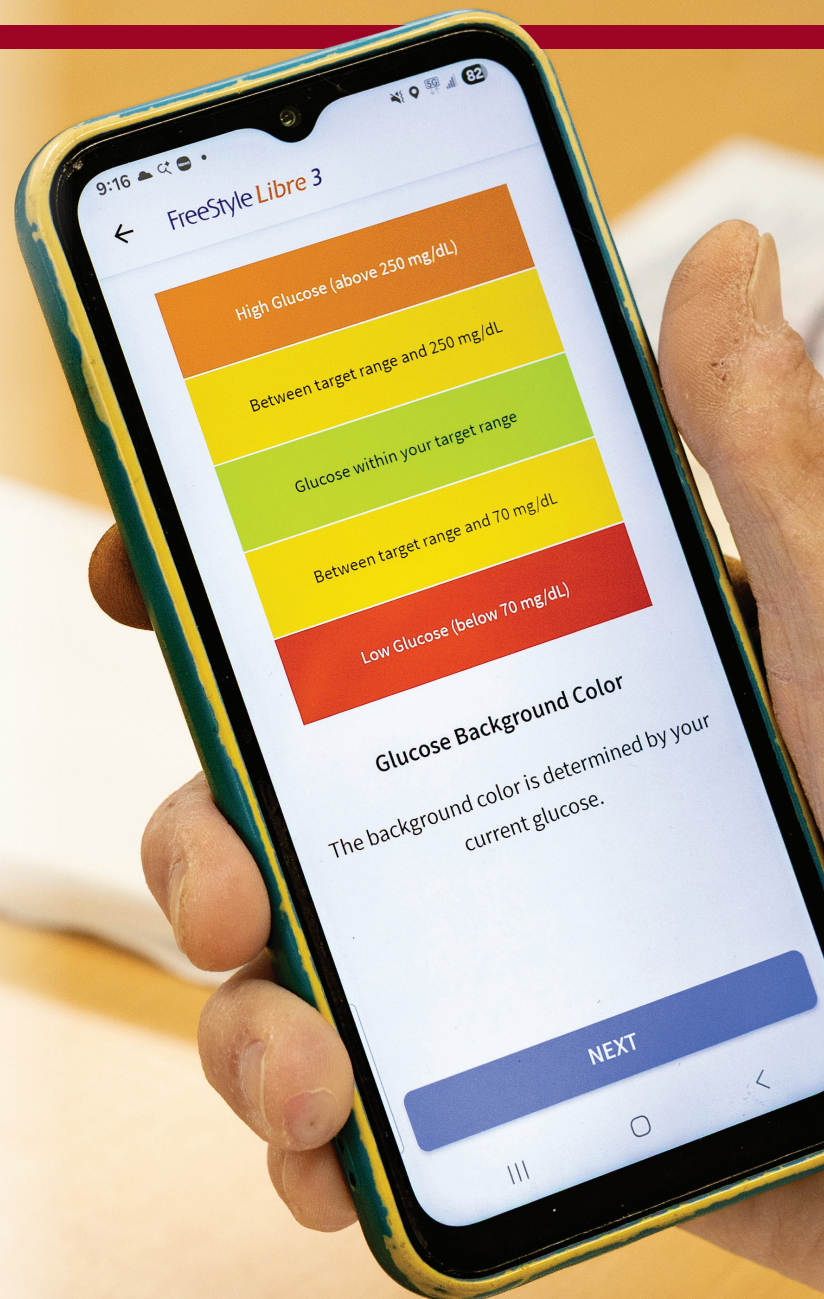
In 2025, 324 people attended the retreats.

"We choose nature-friendly locations so we can go outside for walks, and we offer yoga or stretch-band workouts," Lesniak said. Two healthy meals are also provided.

Attendees inevitably connect with others and often stay in touch – as acquaintances, friends or part of a new support system they can rely on.

"Knowing and understanding what you're dealing with is the first step. Once you take that step, the next step and the one after that become easier."

– Betul Hatipoglu, MD



UH patients using the FreeStyle Libre 3 app are able to get real-time glucose monitoring on their phone when wearing the CGM device. The colors on the chart indicate the current glucose level, with green being the acceptable target range.

INTERNATIONAL OVERDOSE AWARENESS DAY

In recognition of International Overdose Awareness Day, University Hospitals caregivers connected with community members across Northeast Ohio last summer – distributing free naloxone kits and fentanyl test strips at local events including the North Union Farmers Market and regional county fairs – to raise awareness about the dangers of drug misuse and equip individuals with lifesaving tools. Through partnerships with first responders and initiatives like the Naloxone Leave Behind Program, UH continues to expand access to critical resources, helping empower communities with knowledge, prevention strategies and rapid-response interventions to reduce overdose deaths and save lives.

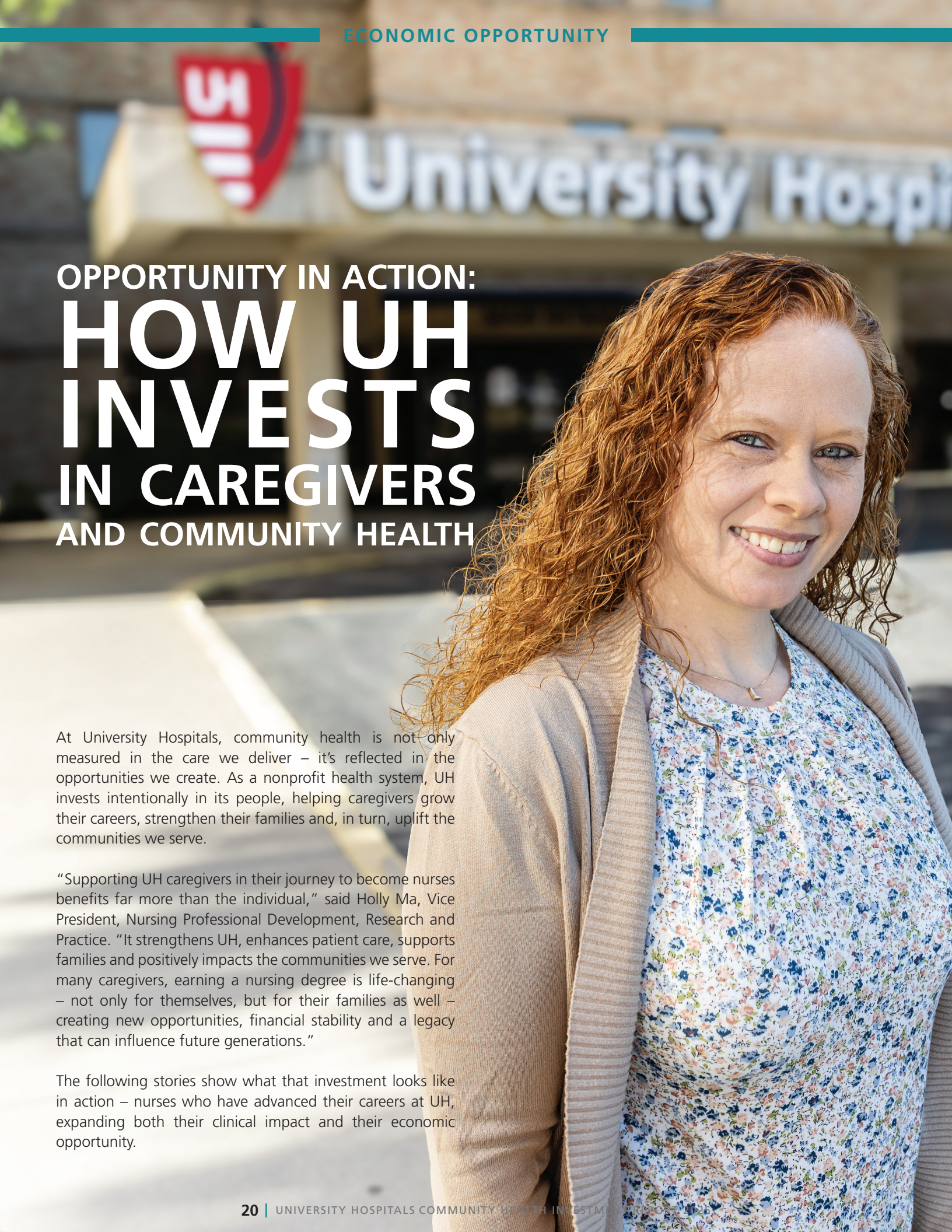




2025 HOLIDAY FOOD DISTRIBUTION

During the holiday season, University Hospitals partnered with Cleveland Clinic to bring comfort and relief to families across Northeast Ohio, distributing meals and grocery gift cards to more than 4,000 households through community events and home deliveries. UH caregivers and volunteers hosted events at the UH Community Wellness Centers and the UH Rainbow Ahuja Center for Women & Children, providing turkeys, fresh produce and essential pantry items – helping ensure families could focus on celebrating together. This collaborative effort reflects a shared commitment to addressing food insecurity and supporting the well-being of the communities we serve.





OPPORTUNITY IN ACTION: HOW UH INVESTS IN CAREGIVERS AND COMMUNITY HEALTH

At University Hospitals, community health is not only measured in the care we deliver – it's reflected in the opportunities we create. As a nonprofit health system, UH invests intentionally in its people, helping caregivers grow their careers, strengthen their families and, in turn, uplift the communities we serve.

"Supporting UH caregivers in their journey to become nurses benefits far more than the individual," said Holly Ma, Vice President, Nursing Professional Development, Research and Practice. "It strengthens UH, enhances patient care, supports families and positively impacts the communities we serve. For many caregivers, earning a nursing degree is life-changing – not only for themselves, but for their families as well – creating new opportunities, financial stability and a legacy that can influence future generations."

The following stories show what that investment looks like in action – nurses who have advanced their careers at UH, expanding both their clinical impact and their economic opportunity.



Lisa Summers knows firsthand what opportunity can create. Lisa had worked 12 years in a skilled nursing facility but after hearing from friends what a great place UH was to work, she applied and got an interview.

“I knew this was where I wanted to be,” she said.

Five years ago, her goal came to fruition when she joined UH Samaritan Medical Center as an RN on the medical-surgical unit. Shortly thereafter, Lisa moved to the Intensive Care Unit, where she discovered her passion for critical care.

From there, her trajectory accelerated. Within 18 months, Lisa earned her BSN. Today, she is completing a rigorous 4½-year Doctor of Nursing Practice program in Adult Gerontology Acute Care, with graduation expected in May 2027.

As a DNP-prepared provider, Lisa will be able to prescribe medications and perform advanced procedures such as intubations and lumbar punctures – expanding her ability to care for the most complex patients.

“UH has supported me in this journey by being very flexible with my schedule. Many physicians and advanced practice providers have served as my preceptors, opening up the world of critical care to me,” she said.

At UH, preceptorship is both a professional expectation and a community benefit. Physicians and advanced practice providers volunteer hundreds of hours mentoring, coaching and ensuring students’ clinical competency – without additional compensation – helping to prepare the next generation of caregivers. UH also actively supports these relationships by coordinating clinical placements, ensuring program requirements are met and aligning schedules so employees can continue progressing in their education. Not all employers provide that level of flexibility. At UH, it is a deliberate investment in both the workforce and the community.

That support has shaped how Lisa now mentors others. Her advice to newer nurses is direct: trust your instincts, learn from those around you and never get comfortable standing still.

“If you want to further your career, don’t wait,” she said.

For Lisa, that growth is about more than professional advancement. As a wife and mother of a 14-year-old daughter, she sees her education as a pathway to new possibilities for her family – including long-held dreams of traveling to places like Egypt and Japan.

As Ma notes, “People stay where they are developed, valued and given room to grow” – a principle reflected in Lisa’s continued commitment to UH and her future in advanced practice care.

Lisa's journey shows how opportunity can take hold and accelerate with the right support. Patrice Walker's path reflects that same investment over time – building from one role to the next and expanding her impact along the way.

She began her career as a medical assistant, quickly distinguishing herself as a leader. After completing her training at the Cleveland Institute of Dental and Medical Assistants, she secured an internship at a physician office that turned into a full-time role – and an early mentorship that changed her trajectory.

"My manager promoted me to team lead and had me precept new medical assistants," Patrice said. "That's where I first saw what was possible."

Recognizing she wanted to go further, she enrolled at Cuyahoga Community College to pursue nursing. Knowing she would need financial support, she joined University Hospitals in 2001 in a medical records role – specifically to take advantage of UH's tuition reimbursement program.

That decision proved pivotal.

While working and advancing her education, Patrice transitioned into an inpatient nursing role, earned her bachelor's degree in nursing and later moved into leadership as an assistant nurse manager. Along the way, UH's investment followed her at every step – from tuition reimbursement to leadership development programs and professional certifications.

"UH didn't just support me academically, they invested in me as a person and a leader," she said.

That support made a difference in critical moments. Early on, uncertainty about financial assistance nearly derailed her plans to continue. But leaders stepped in to help her navigate the process and access the resources she needed to stay the course.

Over time, Patrice continued to build on that foundation – earning her master's degree in nursing leadership with support again from UH's tuition reimbursement program, obtaining board certification with support from the American Nurse Credentialing Center's Success Pays program, which UH supports via funding for testing vouchers and study materials. Patrice also participated in multiple leadership development initiatives, including the UH Nurse Leader Center's Nursing Leaders for Impact Fellowship and programs through the YWCA which UH financed. Today, she serves as Manager of System Nursing Education and holds two board certifications, one in nursing professional development and the other in psychiatric and mental health nursing.

Her journey has transformed more than her career.

As the first nurse in her family, Patrice sees her success as a pathway for others. Family members and younger generations now look to her as proof of what's possible.

"If you don't have someone to look up to, you may not see a path forward," she said. "Now, they see it – and believe they can do it too."

That perspective shapes how she leads today. Patrice actively mentors nurses at all stages of their careers, serves as a leader within a local non-profit minority nursing organization (Black Nurses Society) and remains deeply connected to her community – providing outreach and mentorship – using every opportunity to guide others.

Her message is consistent: where you start does not determine where you finish.

"Take it one step at a time – one opportunity, one mentor, one degree," she said. "As long as you stay the course, you can go far."

For Patrice, opportunity is no longer defined by personal advancement alone.

"I've been a leader for 10 years now, and it's not about what I've achieved," she said. "It's about the impact I have on others – and the legacy I can leave."

"Lisa and Patrice's stories demonstrate our UH Talent Acquisition philosophy in action," said Adrienne Shadd, Manager of Workforce Development. "By focusing on the right fit and the right role, we create pathways for caregivers to grow – strengthening our workforce while advancing economic opportunity across the communities we serve."

Patrice Walker, outside UH Lake West Medical Center





REMOVING BARRIERS

REMOVING BARRIERS TO RECOVERY

Medications save lives, but cost and insurance coverage can create significant barriers for patients. At University Hospitals, patients have support navigating these challenges, as Cybil Keith learned. The 57-year-old was hospitalized at UH Ahuja Medical Center in February with atrial fibrillation, a symptom of congestive heart failure.

Her cardiology team stabilized her condition and prescribed two medications – Jardiance and Entresto – shown to reduce hospitalizations and extend life. A recent insurance change put her at risk of paying about \$600 a month out of pocket – well beyond what she could afford on her high school cafeteria worker salary.

Erika Thomas, a transitions-of-care pharmacist at UH Ahuja, stepped in. She confirmed Cybil's insurance would cover the medications – but both required prior authorization.

"So while Cybil was still hospitalized, I submitted documentation, attached clinical notes and made sure everything was complete to give it the best chance of approval," Erika said.

Her diligence paid off. Both medications were approved and fully covered.

Cybil remembers the stress of not knowing what would happen. "I asked Erika, what am I going to do if I leave without it?" she said. "When I found out it was approved, I was so grateful. I need that medication."

Support continues even after discharge. Leah Fagan, a member of UH Ahuja's ambulatory cardiology pharmacy team, helps manage Cybil's care now that she is at home – coordinating refills, monitoring effectiveness, adjusting dosages and watching for side effects.

"It's such a relief to know I can turn to Leah if anything changes," Cybil said.

Both roles are supported because of UH's commitment to the community. At UH, the medication access team assists with insurance and affordability, while the patient engagement team helps patients stay on track with their medical therapy.

Kevin Cunningham, UH Vice President of Ambulatory and Specialty Pharmacy, says Cybil's experience reflects how these programs work together.

"We're removing barriers so patients can start life-sustaining medications in the hospital and leave with access already in place. From coverage to long-term management, these services help patients better manage chronic conditions." – Kevin Cunningham

In 2025,
UH also provided
\$11 million in medication
cost assistance,
helping 10,350
eligible patients
access prescriptions.

REDUCING ASTHMA-RELATED
**SCHOOL
ABSENTEEISM**
THROUGH COMMUNITY PARTNERSHIP

Sarah D. Ronis, MD, PhD with the digital toolkit behind her



Rates of asthma in Northeast Ohio are more than double those statewide.

"We are in one of the asthma belts, with higher rates of asthma at all ages," said pediatrician Sarah D. Ronis, MD, PhD, Director of the Center for Child Health and Policy at UH Rainbow Babies & Children's.

For the past 10 years, Dr. Ronis and several collaborators have explored how best to help Northeast Ohio's kids who have asthma. A "big data" effort involving medical records, Medicaid claims and school and social services data revealed that uncontrolled asthma was a major factor behind kids missing school. But instead of simply imposing a solution, the researchers interviewed parents of students with asthma – seeking input on when they send their child to school versus keeping them home. Also interviewed were teachers, school nurses, administrators, pediatric lung specialists and asthma educators. Then, the team got everyone together to discuss findings and propose ideas for intervention.

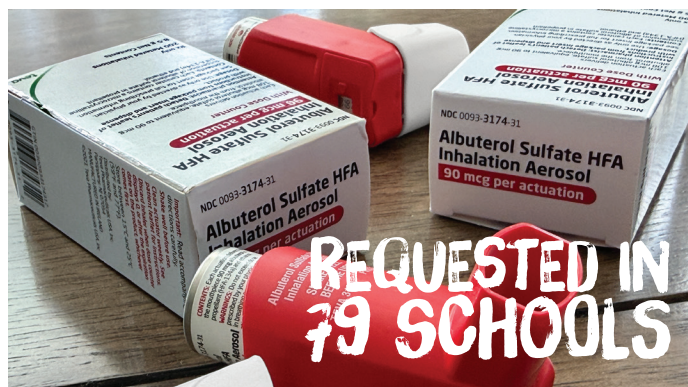
Cleveland Heights resident Shanique Ferguson has participated in several of these sessions, representing her 10-year-old daughter, who has severe asthma and other significant health problems. "It was amazing to see other parents when you feel like you're so alone, but you see that you're not alone," she said. "It felt like family."

Working together, the group generated a list of potential action items to stem asthma-related absenteeism. Rising to the top was stocking the emergency asthma medicine albuterol in the school, along with providing extra education and training for nurses, school personnel and families.

And it's working. So far this year, 79 school sites in the Cleveland Metropolitan School District requested a supply of emergency albuterol, and 20 have used the approved protocol to distribute it to a student at least once.

Dr. Ronis says she hopes this intervention will build parents' confidence that the school can handle an asthma emergency.

"If that confidence is low, they're keeping their student home, and if that confidence is high, they're going to school," she said.



RESEARCH ON WHEELS: BRINGING STUDIES CLOSER TO HOME

Take a drive around Northeast Ohio and you may spot a 39-foot, red and white RV parked outside a local barbershop, or a school or community center. But the real surprise is what's inside – a well-equipped clinic with two exam rooms and a space to process blood samples and other specimens.

This is the UH Mobile Clinical Research Unit – it's the first and only dedicated resource of its kind in our region. Its goal is to make participating in research studies more accessible, especially for individuals who have historically been under-represented in clinical research. The approach is simple: bring research beyond traditional clinical settings and into the communities where people live and work – urban, rural and everything in between.

Since its launch in 2021, the UH Mobile Clinical Research Unit has supported 262 events and more than 1,200 patient encounters, including 56 events and 279 patient encounters in 2025 alone. It has traveled to UH community hospitals, supporting large studies such as the NIH COVID study, and also serves as a site for health screenings and community outreach events, many of which contribute to ongoing clinical research.

At a UH diabetes wellness retreat, for example, blood samples collected through the mobile unit support research aimed at improving diabetes care. Prostate-Specific Antigen (PSA) testing conducted outside barbershops and gyms contributes to prostate cancer research.

"Our patients absolutely love it," said Heather Tribout, Manager, Research Support Core at the UH Clinical Research Center. "As more people use and see the unit, they want to know more and are excited to participate."

Akron resident Ammu Anand has visited the UH Mobile Clinical Research Unit many times outside UH Parma Medical Center, where she participates in the NIH COVID study. Traveling to main campus would have made this extremely difficult, she said.

She credits the convenience and the excellent care she's received.

"I love the people," she said. "They were always very kind, helpful and efficient. What more could I ask for?"



Since 2021,
UH Mobile Clinical Research Unit
has supported:

262 | **1,200+**
events | patient encounters

In 2025 alone:

56 | **279**
events | patient encounters

UH Mobile Clinical Research Unit

1-833-78-TRIAL | UHhospitals.org/Research





EXTENDING CARE BEYOND WALLS:

DELIVERING RESOURCES WHERE THEY'RE NEEDED MOST

In July 2025, caregivers from University Hospitals' Home Care Services team stepped away from daily routines to volunteer with MedWish MedWorks through UH's Volunteer Time Off (VTO) program. The team spent the day sorting and preparing donated medical supplies – helping ensure essential items reach individuals and medical professionals who need them most.

The experience offered a tangible reminder that caring for the community takes many forms. MedWish MedWork's model – recovering and redistributing surplus medical supplies – turns unused resources into meaningful support, extending the reach of healthcare beyond traditional settings.

In 2025, UH also supported this work with a \$7,500 contribution to MedWish MedWorks' Local & Domestic Giving Program. MedWish transformed UH's contribution into more than \$50,000 worth of essential medical equipment and supplies, benefiting communities across Northeast Ohio.

"We are incredibly grateful to University Hospitals caregivers for supporting our mission through their volunteer service," said MedWish MedWorks CEO Britta Latz. "Our work is powered by people, and volunteers play a vital role in helping us place essential medical supplies into the hands of those in need right here in our community. We deeply value our ongoing partnership with UH through staff volunteerism, supply donations and its generous sponsorship of our program," she added.

For the team, the day made that impact visible.

"Seeing the amount of usable supplies being prepared to help others really stood out," they shared.

The experience also strengthened connections and introduced new resources they can bring back to patients.

UH's VTO program is designed to unleash the goodwill of caregivers — supporting more than 75 nonprofit partners focused on maternal and child health, well-being and economic opportunity. In 2025, UH caregivers contributed more than 1,700 hours, reinforcing UH's commitment to community health in action.

UH CAREGIVERS GIVING BACK





LEADERSHIP IN ACTION

UH executive leaders volunteered at the Greater Cleveland Food Bank's Community Resource Center, where a Healthy Choice Food Market brings partners together to address root causes of food insecurity. The experience underscored the power of collaboration and the importance of listening and learning – a reminder that improving community health takes all of us working together.



GIVING BACK

TO THE ORGANIZATION THAT HELPED SHAPE HER JOURNEY

When University Hospitals' Chief Compliance Officer LaVonne Pulliam first connected with the YWCA early in her career, she didn't expect it would one day lead to board service. After participating in a YWCA leadership program that helped shape her professional path, the experience stayed with her – and inspired her to give back to an organization that had invested in her.

Since 2023, Pulliam has served on the Board of the YWCA of Greater Cleveland, supporting a mission that continues to resonate.

"In healthcare, we often see the downstream effects of unmet social and economic needs. Supporting organizations like the YWCA allows us to invest upstream – helping address challenges before they reach a crisis point," she shared.

The YWCA of Greater Cleveland serves as both a safety net and a catalyst for progress, providing emergency shelter, workforce development and youth programming. Its impact is especially visible through programs like Independence Place, which supports young adults experiencing homelessness.

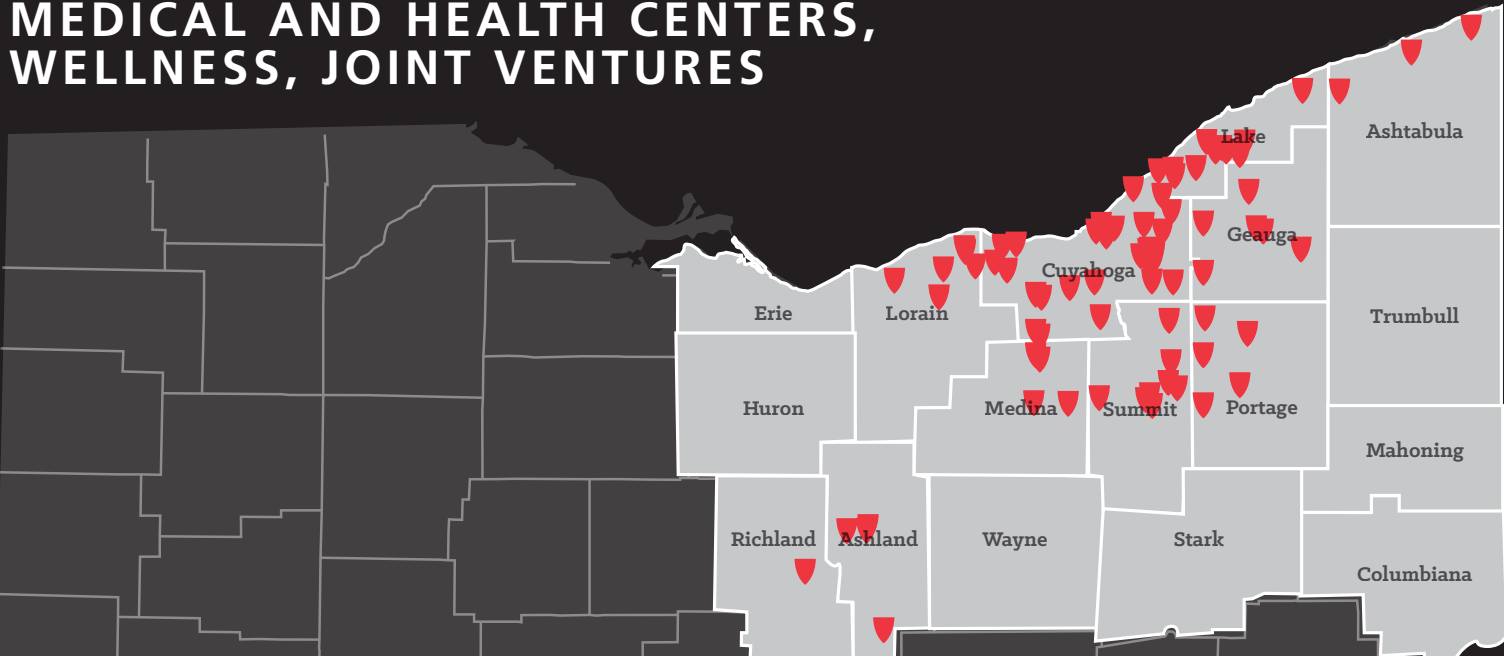
That work has left a lasting impression on Pulliam. "Hearing the stories of individuals who have experienced housing instability, transitioning from foster care, or loss of family support, and then witnessing the transformation that occurs when they are provided with stable housing and consistent mentorship, is incredibly powerful," she said. "Programs like this don't just meet immediate needs – they help individuals build the skills and confidence to move forward."

For Pulliam, this experience has shaped not only what she understands about community need, but how she leads. It has reinforced the importance of listening, staying connected to lived experiences and ensuring that decisions are grounded in the realities people face every day.

"Serving on the YWCA board is a constant reminder of purpose – that the work behind the scenes is ultimately about sustaining trust and ensuring care is accessible and safe," she said. "That trust is built by showing up consistently, and partnerships like this create the connection and understanding needed to truly make a difference."



University Hospitals
**MEDICAL AND HEALTH CENTERS,
WELLNESS, JOINT VENTURES**



EXPERT CARE, CLOSE TO HOME

ASHLAND

UH Samaritan Medical Center
UH Baney Road Health Center
UH Samaritan Health Center
UH Kettering Health Center

ASHTABULA

UH Conneaut Medical Center
UH Geneva Medical Center
UH Ashtabula Health Center

CUYAHOGA

UH Ahuja Medical Center
UH Beachwood Medical Center
UH Cleveland Medical Center
UH Parma Medical Center
UH St. John Medical Center
UH Broadview Heights Health Center
UH Euclid Health Center
UH Foley ElderHealth Center
UH Independence Health Center
UH Landerbrook Health Center
UH Mayfield Village Health Center
UH Minoff Health Center
at Chagrin Highlands
UH North Olmsted Health Center
UH Otis Moss Jr. Health Center
UH Rainbow Babies & Children's
Ahuja Center for Women & Children
UH St. John Health Center
UH Solon Health Center

UH Suburban Health Center
UH Westlake Health Center
UH Bedford Wellness Center
UH Glenville Wellness Center
UH Richmond Wellness Center
Highland Springs Hospital
UH Rehabilitation Hospital
Southwest General Hospital
Southwest General Strongsville Medical Center

GEAUGA

UH Geauga Medical Center
UH Bainbridge Health Center
UH Chardon Health Center
UH Chesterland Health Center
UH Evans Middlefield Health Center
UH Geauga Health Center

LORAIN

UH Elyria Medical Center
UH Avon Health Center
UH Amherst Health Center
UH North Ridgeville Health Center
UH Sheffield Health Center
UH Avon Rehabilitation Hospital

LAKE

UH Lake West Medical Center
UH TriPoint Medical Center
UH Brunner Sanden Deitrick Wellness Center
UH Concord Health Center

UH Lake Continuing Care Center
UH Lake SOM Health Center
UH Madison Health Center
UH Mentor Health Center
UH Mentor Hopkins Health Center
UH Perrico Health Center
UH Willowick Health Center

MEDINA

UH Medina Health Center
UH Sharon Health Center
Southwest General Brunswick Medical Center

PORTAGE

UH Portage Medical Center
UH Aurora Health Center
UH Kent Health Center
UH Mantua Health Center
UH Streetsboro Health Center

RICHLAND

UH Samaritan Richland Health Center

SUMMIT

UH Cuyahoga Falls Health Center
UH Fairlawn Health Center
UH Hudson Health Center
UH Twinsburg Health Center
Western Reserve Hospital
Western Reserve Hudson Health Center