



We're all about community

2019 Annual Report



Our mission:

Leading the way to a healthier you and a healthier community through service, teaching, discovery and teamwork.



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Message from Leadership



Akram Boutros, MD, FACHE

**President and CEO
The MetroHealth System**



Vanessa L. Whiting

**Chair, Board of Trustees
The MetroHealth System**
**Attorney
President, A.E.S. Management Corp.**



Brian M. O'Neill

**Chair, Board of Directors
The MetroHealth Foundation**
Partner, Tucker Ellis, LLP

Some things you never have to worry about.

They're always there.

Roads to travel. Water to drink. Air to breathe.

And MetroHealth.

Since 1837, we've met threats to the health of our community head-on. Whether it's cholera or TB, polio or HIV, Ebola or COVID-19, we've tackled the problems others shun.

But MetroHealth has always done more than just care for those who *are* sick. We've protected millions of others from *getting* sick.

In 2019, we did that in dozens of new ways.

We worked to reduce infant mortality, provide life-saving care to inmates at the county jail and dismantle the structural racism that undermines well-being. We challenged Cleveland to become more than a city known for great *medical* care – care delivered after illness sets in. We asked Cleveland to join us in creating a city renown for great *health* care – care that prevents illness.

We partnered with the Greater Cleveland Food Bank to distribute fresh produce to those in need and opened our buildings to give hundreds of students safe places to enjoy free summer lunches. In just six months, we distributed more than 28,000 pounds of food to keep people healthy.

We worked with partners to bridge the digital divide in the Clark-Fulton neighborhood around our main campus because we know affordable, dependable Wi-Fi helps children succeed in school, parents find good jobs and seniors live healthier lives. Everyone deserves those chances.

We also began asking patients about their non-medical needs. And with MetroHealth's new Institute for H.O.P.E. (Health, Opportunity,

Partnership and Empowerment) as matchmaker, we connected people to safe housing, rides to doctor's appointments, free legal services, computer training, financial literacy classes, domestic violence counseling, trauma therapy and more. These are the cornerstones of our new health care model: Health care that keeps people from getting sick.

The kind of care we're providing to battle COVID-19.

Even though this is our 2019 Report to the Community, we would be remiss if we didn't mention the coronavirus pandemic.

As always, MetroHealth has stepped up to protect this community we love.

We set up a free COVID hotline that's given thousands of people – whether they are MetroHealth patients or not – comfort, counsel and care.

We've offered the fastest, most comprehensive COVID-19 testing in Ohio.

We've used our Ebola Treatment Center technology to disinfect masks so we can protect every MetroHealth employee, patient and visitor.

We've delivered food and medicine to patients so they didn't have to leave their homes.

We've screened people for COVID-19 at group homes and homeless shelters and gotten them treatment quickly.

It's all part of keeping you safe – and it will continue.

Through innovations such as our Hospital at Home, which allows us to monitor and care for patients who never have to set foot in a hospital.

Through advanced modeling that predicts the path of new diseases.

Through care and kindness.

Because of all that, you don't need to worry about the health of our community.

MetroHealth is always here.

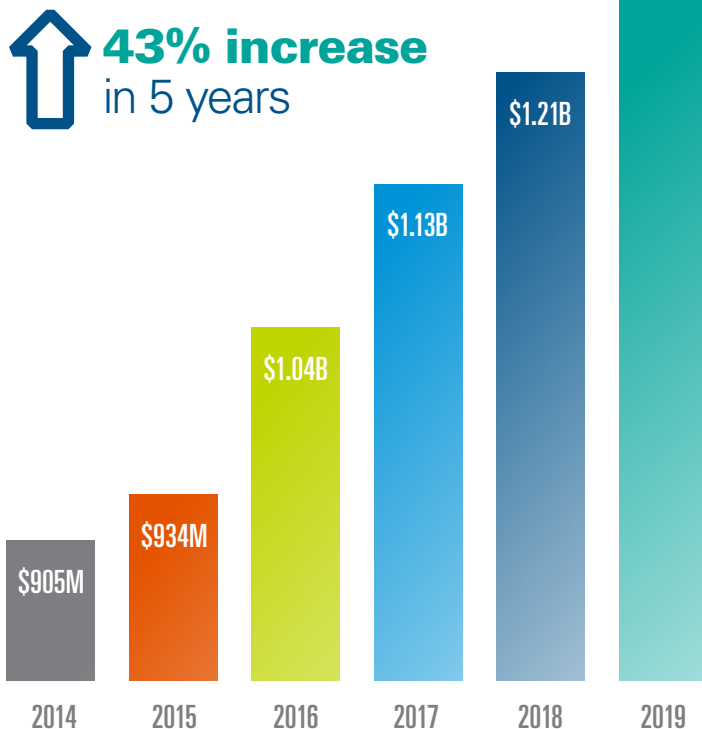
Just like we have been for 183 years.

Finances

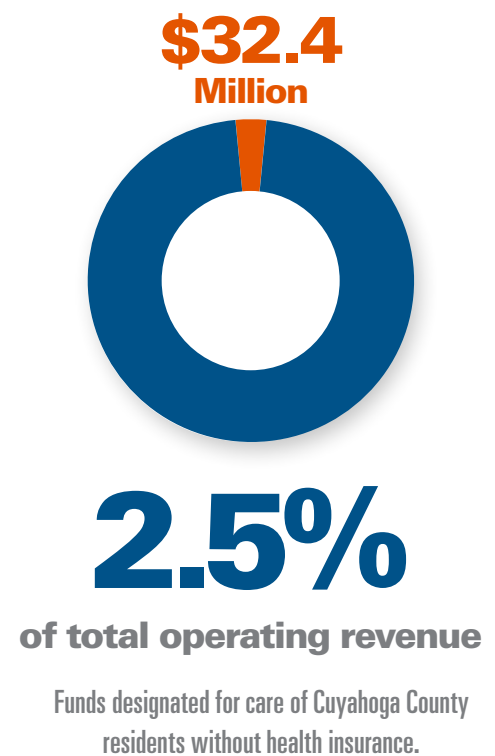
Continuing our strong performance

In 2019, The MetroHealth System continued its strong financial performance, bringing in \$1.3 billion in revenue. Earnings topped \$125 million thanks to careful management and innovation.

Operating Revenue



Cuyahoga County Taxpayer Support



Earnings*
\$125.8
Million

Operating Income**
\$67.0
Million

*Earnings before interest, depreciation and amortization, which excludes the non-cash actuarial pension and OPEB adjustment (GASB 68 & 75)

** Operating income, which excludes the non-cash actuarial pension and OPEB adjustment (GASB 68 & 75)

Community Benefit

Delivering on our promise

We're investing in **Cuyahoga County** by addressing social determinants of health, increasing access to health care services and improving overall community health, equity and sustainability.



Uncompensated Care	\$82.3 M
Medicaid Shortfall <i>(difference between what Medicaid pays for health care services and the cost to provide that care)</i>	\$94.4 M
Medical Education	\$48.2 M
Research	\$3.1 M
Outreach Programs	\$3.0 M



in Community Benefit

Portion of operating expenses that goes back to our community



*MetroHealth community benefit calculation for the year ended 2019

**From American Hospital Association Tax-Exempt Hospitals' Schedule H Community Benefit Reports (May 2019)

Statistical Highlights

Being there whenever and wherever you need us



Patient Visits

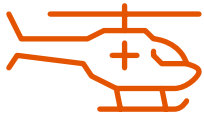
1,453,946

Inpatient	25,812
Outpatient	1,282,860
Emergency Department*	145,274



Babies Delivered

2,878



Metro Life Flight Transports

3,965

Helicopter	963
Ground	3,002



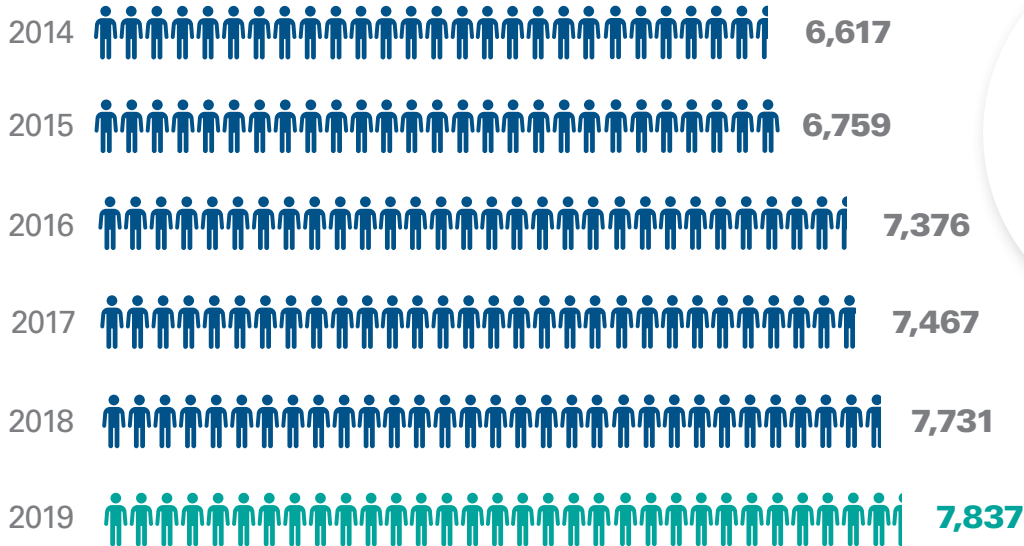
Major Trauma Cases

4,727

*At our West 25th Street verified Level I Trauma and Burn Center, and our emergency departments in Brecksville, Cleveland Heights and Parma

Employee Growth

Expanding to meet your needs



Increase of more than **18%** in 5 years

As of December 31, 2019

655
Physicians*

2,041
Nurses

1,783 Registered nurses
258 Advanced practice registered nurses

392
Residents and Fellows

4,749
All other employees

7,837
Total employees

Inclusion and Diversity

We are committed to reflecting the **diverse** patient population and community we serve.

In 2019, **48%** of hires were racially/ethnically diverse.

*All MetroHealth active physicians are faculty of Case Western Reserve University School of Medicine.

A new vision for MetroHealth and Healthcare

Akram Boutros, MD, FACHE

President and CEO
The MetroHealth System

Excerpts from his City Club of Cleveland Speech

June 7, 2019

They called the speech rousing, said MetroHealth CEO Dr. Akram Boutros challenged us all, that he pulled no punches.

With refreshing frankness, he told this community what it needed to hear:

“It’s time to stop applauding medical care that’s administered after the fact — no matter how good it is — and start providing health care before people get sick...”

“It’s time to focus on promoting health rather than fighting illness,” Dr. Boutros told the City Club of Cleveland crowd on June 7, 2019, as hundreds of others listened on the radio and watched online.

It was that speech that cemented Dr. Boutros as more than a compassionate hospital executive fighting for social justice and health care for everyone. It laid out a bold new vision of what a health care system ought to be.



“... When it comes to health care: we’ve reached our day of reckoning. We’re killing ourselves. That’s why I’m going to speak in simple terms today. I want to be perfectly clear. It’s time to skip the big words and focus on big ideas. Ideas that require candor and courage. And it’s time to put away our Midwestern politeness for the sake of honest conversation...

“We must hold each other accountable — every person in this room, every person listening on the radio, every person watching online — we must hold each other accountable for improving the health of all of us. Poor health doesn’t just affect the sick. It impacts entire communities. Its devastation spreads to those who are healthy, sometimes in quiet — and deadly — ways. There are no such things as neighborhood issues, these are our issues. Life-and-death issues. And it’s time to stop ignoring them or speaking about them in polite, sterile, intellectual tones that make us feel, simultaneously good, and superior to those impacted...

“The deaths of our Black children must stop. They are an atrocity. And we must acknowledge that. To not do so is a moral outrage. And it’s not the only outrage we face...

“Think about this. Here, home to some of the best medical care in the world, we can’t get it right. What’s wrong with us?

What’s wrong is that we continue to believe that good health care can be measured by the size of our hospitals and the prestige of those who work inside them. We think excellent health care is best defined by complex surgeries for rare disorders. And we — hospital leaders — keep confusing the public by focusing on ever-increasing high technology medical care and equating it to better health care. We’ve got to stop promoting what happens inside our hospitals as if it really matters to the health outcomes of our communities. It doesn’t...

So, I say it’s time.

It’s time to heed the words the Reverend Martin Luther King Jr. spoke 53 years ago when he said, ‘Of all the forms of inequality, injustice in health care is the most shocking and inhumane.’ It’s time for us to stop speaking about critical life-and-death issues in polite and sterile

terms. It’s time for health system executives’ deeds to match both their rhetoric and the needs of our community.

It’s time to focus on promoting health rather than fighting illness...

It’s time for us — you, me, the business, philanthropic and civic leaders of Cleveland and Cuyahoga County — to come together and invest in fixing the health-outcome crisis before us.

I don’t want you to leave today focused only on all this tough talk. I want you to know that there is hope. Because health systems are slowly changing. We’re beginning to intervene long before someone shows up in our emergency department with unbearable chest pain, unable to walk because of a stroke, blind from diabetes...

Look, if I have offended you, I am not sorry. I hope I have offended you into action...

It’s time to stop applauding medical care that’s administered after the fact — no matter how good it is — and start providing health care before people get sick.

Let me say this again. It’s time to stop applauding medical care that’s administered after the fact and start providing health care before people get sick...

It’s time to be unabashedly honest. It’s time to be brave.”



That new vision? Here's the Institute for HOPE...

Addressing social determinants of health

Greater Cleveland has some of the best health care institutions in the world and some of the worst health outcomes across its population.

Two Greater Cleveland neighborhoods, just two miles apart, have a 23-year difference in life expectancy among residents. **How does that happen?**

While quality medical care is essential, it's not enough. Where you live, what's going on around you, your socioeconomic status, your education level, your habits — affect your health 2½ to 4 times more than medical care. These “social determinants of health” include access to:



SAFE, STABLE
HOUSING



HEALTHY
NUTRITIOUS FOOD



RELIABLE
TRANSPORTATION



EDUCATION AND
TRAINING



JOB
OPPORTUNITIES

Improving the health of the community is the core of MetroHealth's mission. Part of that means continuing to deliver excellent medical care across the continuum of care — primary care, specialty medical and surgical care, hospital care and, when needed, life-saving interventions.

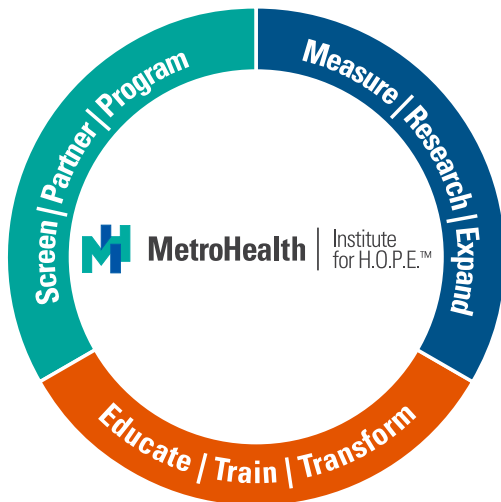
It also means expanding the reach of care, so we can identify and help eliminate potential barriers to health and well-being. We are addressing the root causes of health disparities in our region. These factors disproportionately affect the most vulnerable members of our community.



We have a personal and collective responsibility to address disparities and improve health outcomes for all of us. Greater Cleveland’s overall health — our quality of life, culture, economy, our future — depends on the health of our residents.

That’s why in 2019 we started **The MetroHealth Institute for H.O.P.E.™**, which aims to:

- Improve the **health** of communities by leading efforts to address social and economic influences;
- Identify and promote **opportunities** for change in practice, learning and policy;
- Convene and leverage **partnerships** to impact individuals, neighborhoods and communities;
- Co-create a self-sustaining community where everyone is **empowered** to live their healthiest life.



Susan M. Fuehrer

As President of MetroHealth’s **Institute for H.O.P.E.™** (Health, Opportunity, Partnership, Empowerment), Susan M. Fuehrer leads a coordinated effort to address the social and environmental factors beyond medical care that drive 80% of health outcomes. Prior, Fuehrer spent more than three decades with the U.S. Department of Veterans Affairs, including more than a decade as CEO of the VA Northeast Ohio Healthcare System — one of the department’s largest health systems. In 2019, the President of the United States awarded Fuehrer the Presidential Rank Award, the highest honor that can be given to a federal civil service executive.

InstituteForHOPE@metrohealth.org

To learn more about the 100+ programs that show MetroHealth’s commitment to tackling social determinants of health and improving our community’s health, visit metrohealth.org/institute-for-hope

The Cavadas Family

Patient Profile

Melissa Cavadas is grateful for the care her family received at MetroHealth, for the lesson a young firefighter bestowed upon her 9-year old son, and for how that son sprang into action to save himself and his father.

She's grateful her son Troy was paying attention the day Columbia Township firefighter Brett Wilson taught Troy's 4th grade class about fire safety.

A month after that visit, Troy and his father Jed were burning a tree stump when a kerosene tank exploded, setting both on fire.

Troy's fire safety training kicked in. He stopped, dropped and rolled. Jed did the same. Troy grabbed a hose to douse the flames and yelled to his father, "Dad, keep rolling. The flames aren't out."

Troy and Jed were taken to MetroHealth, where both underwent surgery for second- and third- degree burns. Physicians used spray-on skin cells, which have a quicker healing time. MetroHealth is one of the first hospitals to use the new technology.

"I never in my life had seen such a well-oiled machine," Melissa said. "The care we've received in the burn unit has been above and beyond."

Troy's fast action likely saved his dad's life and his own. Stop, drop and roll was the lesson Troy learned during Fire Safety Week in October 2019.



Tragically, Brett Wilson, the firefighter who taught the lesson, was electrocuted weeks later responding to a car crash that pulled down power lines.

When Barb and Gary Wilson learned about the little boy who benefited from their son's safety training, they visited him at MetroHealth. They met Jed, too, who burst into tears.

"Your son saved my life," Jed told them.

Gary Wilson said he was overwhelmed with grief and pride that his son's acts continued on. "My son had a vision for life, that we are here to help each other," he said.



Donna Lanier

Patient Profile

Nurses provide lifesaving CPR and “Thump” to United Way Navigator

Another day or time could have proven fatal for Donna Lanier, a 211 Navigation Specialist for United Way, who works at MetroHealth’s main campus. She didn’t see it or feel it. But the thump she took to the chest was so strong it knocked the life right back into her. That thump came from Kathleen Rizer, RN, a cardiac nurse for 40 years.

Donna and Kathleen agree the stars were aligned the day Donna collapsed at her desk outside Kathleen’s office. “I cover many sites and departments,” says Kathleen. “I just happened to be here that day.”

Kathleen was meeting with Nurse Managers Kumarie Singh and Laurel Stevens, and both assisted in Donna’s care. Kumarie shared CPR duties while Laurel called a Code Blue.

With CPR failing, Kathleen believed Donna was having a life-threatening heart rhythm event. With no defibrillator immediately available, Kathleen reverted to a procedure she learned early in her career; the precordial thump – a forceful fist to the chest, which simulates a “shock” to restore heart rhythm. Kathleen knew it was a long shot and no longer recommended by the American Heart Association, but she went for it and it worked.



Kumarie Singh, Donna Lanier, Kathleen Rizer

“God made sure there were people around me that could help me,” says Donna. She doesn’t recall the heroic efforts that revived her, but she clearly remembers the pain before she passed out. “It felt like someone hit me in the head with a sledgehammer.”

Donna remembers waking up – confused, nauseous, hot and sweating. Kathleen says Donna experienced a spontaneous return of circulation and alertness due to CPR. Once revived, the Code Blue team was there to take her to the emergency department where she experienced two more episodes.

Donna was diagnosed with Prolonged QT Syndrome – an abnormal heartbeat associated with an increased risk of sudden death. She now has an ICD defibrillator capable of correcting life-threatening arrhythmias.

Donna is appreciative of the care she received. “As busy as the emergency department was, they were fantastic.” As for Kathleen Rizer, Donna calls her “a force to be reckoned with, for which I am grateful.”

The Vanness Family

Patient Profile

A hospital holds a million stories. Many are sad, some traumatic. And sometimes, our staff are witnesses to — and even get to play a role in — a little romance.

That was the case when MetroHealth staff organized a wedding inside the hospital last year.

Scott Vanness' vehicle was crushed on the Ohio Turnpike in November 2019. Badly injured, Scott arrived at the hospital via Metro Life Flight. When he woke from surgery, the first thing he said to Sarah Barclay was: "Marry me."

The MetroHealth team came together to make their dream a reality in 24 hours.

Scott and Sarah live in Michigan. They'd been together for years and planned to marry a few times, but something always happened.

"We've been engaged for four years and kept pushing it back," Scott said. "This time, I saw a reason to push forward."

Staff in the Trauma Unit and volunteers from the Trauma Recovery Center/ Trauma Survivors Network sprang into action. They got decorations, a musician, a photographer and more to create a festive ceremony.

"The hospital staff put so much into this," Scott said.

Scott and Sarah exchanged vows before family and MetroHealth staff on Nov. 22. Attendees included



volunteers from the Trauma Survivors Network wearing the same blue #mhtraumasurvivors T-shirt as the bride and groom.

MetroHealth Chaplain James Kulma officiated the ceremony. "This goes very deep to both of their hearts, especially after the accident. And that we're able to support them in this way is a beautiful thing," he said.

"A lot of people weren't even working today, they just wanted to come in and help," said April Largent, Nurse Manager on the Trauma Unit. "Our team is very purpose driven. We saw him the day he came into the ICU. This reminds us of why we do what we do."



New Hospital, Health of the Community Intertwined

Fifteen months after the groundbreaking of MetroHealth’s new hospital, construction workers laid the final beam atop the steel frame of the centerpiece of a \$946 million transformation of the W. 25th Street campus. The beam bore the signatures of laborers building the hospital and represents their hopes, dreams and the promise of a brighter future. Dozens of those laborers came from Cleveland’s Hispanic community, and thanks to the Latino Construction Program, they are earning good wages, getting health care coverage and gaining the opportunities that come with a career as a union construction worker.

Ten percent of the construction workforce on the MetroHealth hospital campus transformation project graduated from the unique Latino Construction Program. The initiative was created in 2017 by Cleveland’s Hispanic Contractors Association in partnership with MetroHealth, Turner Construction, the Spanish American Committee, the Construction Employers Association and Adrian Maldonado & Associates, to help fulfill MetroHealth’s commitment to hire Latino individuals from the surrounding community for the project. Given that MetroHealth is located on the city’s Near West side, which has the highest concentration of Latino people in Ohio, it is a fitting partnership.



The program is a six-week, 12-class curriculum that was developed to teach the basics of construction — the terminology, the roles, job site requirements and the culture of construction. The course includes an OSHA certification that allows graduates to start work immediately in apprentice or pre-apprentice positions with local unions — pipefitters, carpenters, ironworkers, masons, etc., affiliated with program partners.

MetroHealth believes medical care is just one piece that makes a community healthy. Good jobs matter, too. In the first 18 months of

the program, 58 have graduated and total payroll for those individuals has topped \$500,000. Just as important, the program offers participants and their families hope and the opportunity to change the course of their children’s future, health and well-being — as well as that of the community.

Doing our part to boost the Clark-Fulton neighborhood



MetroHealth is spending almost \$1 billion to transform its main campus, but in 2019 it also announced substantial investments aimed at making an enduring impact on the adjacent Clark-Fulton community and West 25th Street corridor.

“These investments are designed to help create positive change in the neighborhood by extending our Transformation beyond our hospital walls and strategically complementing other efforts to cultivate sustainable growth in Clark-Fulton,” said Dr. Akram Boutros. “We are working closely with neighborhood partners to impact the health and well-being of the entire neighborhood.”

To accelerate opportunities for current residents and newcomers, MetroHealth will spearhead a \$60 million development along West 25th Street that will build more than 250 apartments and 36,000 square feet of commercial space. It will also try to impact community health by addressing issues such as job training, nutrition and transportation.

Construction on the first of three buildings — located on the corner of West 25th Street and MetroHealth Drive — is set to begin in 2020 and is expected to be completed in 2021. The four-story building will feature 72 affordable housing units with from one to three bedrooms. The units will be available to individuals and families with between 30% and 80% of the area’s median income. For a family of three, that’s a range of \$22,000 to \$53,000 a year.

The first floor of the building will house the MetroHealth Economic Opportunity Center, a partnership with Cuyahoga Community College. This center will offer job training, financial literacy counseling, digital literacy classes and more, including access to higher education.

The second building will house about 100 apartments for MetroHealth



resident physicians and commercial space on the first floor. The third building will have 90 units of moderate-income housing and the relocated headquarters of the MetroHealth Police Department.

MetroHealth is collaborating with Councilwoman Jasmin Santana, the City of Cleveland, the Cleveland Foundation, Metro-West Community Development Organization and other neighborhood groups on this development. The partnership extends to creating the Clark-Fulton MetroHealth EcoDistrict and drafting the Clark-Fulton neighborhood’s first master plan.

The EcoDistrict effort hopes to be a model of equitable and sustainable neighborhood development that creates a healthy living environment where people thrive.

MetroHealth is providing \$100,000 to fund the community-driven master planning effort, which is also sponsored by the City of Cleveland and The Cleveland Foundation.

“We are proud to be a partner in this important effort,” Dr. Boutros said. “We believe in Cleveland and we want to help fuel the growth of the neighborhood that we call home.”

A master planning firm was engaged in 2020 and a comprehensive and

inclusive plan is expected to be complete in early 2021.

The comprehensive plan will address community issues including race, full and equal access to housing, employment, health and health care, safety, mobility, technology and environmental sustainability. The plan will elevate arts and culture as a driver of economic development and as a tool to bring about positive change.

MetroHealth’s efforts align with other programs aimed at benefitting residents of Clark-Fulton including Mayor Jackson’s Neighborhood Transformation Initiative, the Greater Cleveland Regional Transit Authority’s Transit-Oriented Development and the State of Ohio’s FHAct50 funding program.

Beyond these development projects, MetroHealth over the past three years has invested more than \$10 million in programing directed at residents and the Latino population including healthcare and outreach efforts, healthy food and pediatric wellness initiatives, sponsorships and job training.

Also in 2019, MetroHealth committed to a housing assistance program that will encourage our employees to live in Clark-Fulton

“This is an investment in our employees so they can invest in our neighborhoods.”

— Akram Boutros, MD

or the community around our Old Brooklyn campus. Up to 300 MetroHealth employees will be able to qualify for up to \$20,000 if they buy a house. Employees who already live in these neighborhoods can get up to \$8,500 to upgrade their homes. Recipients who remain employed and in good standing with MetroHealth for at least five years after getting the money will not have to repay it.

“Having employees live within the neighborhood supports a positive work-life balance and contributes to our community by spurring growth, diversity and vibrancy,” said Dr. Boutros. “This is an investment in our employees so they can invest in our neighborhoods.”

Sustainability and Environmental Stewardship

Using more sustainable materials, building design and ways of operating for a cleaner and healthier environment

MetroHealth's formal sustainability efforts began in January 2018, with the hiring of a full-time director of sustainability who formed a Sustainability Advisory Council made up of MetroHealth employees from across the organization and two patient family advisors. They use the framework of Practice Greenhealth, a national organization that provides information and support for health care systems working toward sustainable health care and communities.

MetroHealth's focus for 2019 was on the following areas:



Leadership

Engaging employees and leaders to embrace, create and own sustainability initiatives that have a positive impact on the environment



Waste Reduction

Reducing total waste, increasing recycling rates and donating equipment rather than sending it to landfills



Green Building

Embedding green building principles in the MetroHealth Campus Transformation, with LEED (Leadership in Energy and Environmental Design) and The WELL Building Standard®, both of which advance health and well-being in buildings



Environmentally Preferable Purchasing

Ensuring that new furniture purchases have none of the five commonly used classes of toxic chemicals targeted by Health Care Without Harm, a movement for environmentally responsible health care



Patient and Community Health Outcomes

Fostering equity, resilience and sustainability by collaborating to establish an EcoDistrict in the Clark-Fulton neighborhood

2019 Achievements:












- MetroHealth earned its second Practice Greenhealth Environmental Excellence Award, Greenhealth Partner for Change, for 2019 sustainability efforts
- 1,200+ MetroHealth employees and 600+ community members were directly engaged in sustainability programs, events and initiatives
- 500+ employees are recycling at their desks, eliminating personal wastebaskets
- 85,000+ pounds of metal were recycled, including old filing cabinets and shelving
- 6% increase in overall recycling means less going to landfills
- 19,000+ pounds of equipment were donated to MedWish
- 78% of major demolition and construction debris was recycled
- 1,090 metric tons of greenhouse gases were eliminated from operating room exhaust, the same as taking 235 cars off the road for a year
- 1.7 million pieces of paper, or 204 trees, were saved through the pharmacy's electronic prescription program
- 99% of all chairs and other seating were free from environmentally harmful chemicals
- MetroHealth hired a full-time waste management coordinator to reduce the environmental impacts of waste
- 57 employees are part of the Northeast Ohio Areawide Coordinating Agency Gohio Commute carpool matching and alternative commuter trip planning program
- MetroHealth launched the Bike Medicine Unit, which provides first aid at public events
- 3 Slow Roll Cleveland rides encouraged healthy forms of transportation and community connections in the Clark-Fulton neighborhood and surrounding areas
- An affordable housing development was planned in the Clark-Fulton neighborhood
- MetroHealth and its partners received an EcoDistricts City Maker Award recognizing the Clark-Fulton neighborhood collaboration to create a more equitable, resilient and sustainable neighborhood
- Plans are underway for the expansion of recycling, establishing sustainable practice screenings for vendors, implementing more sustainability standards as MetroHealth's Transformation progresses, and much more. This is just the beginning




Locations


Building to meet the need

Health and medical centers

Beachwood Health Center
 Bedford Medical Offices 
 Brecksville Health and Surgery Center  
 Broadview Heights Sports Medicine and Physical Therapy
 Broadway Health Center 
 Brooklyn Health Center
 Brunswick Health Center
 Buckeye Health Center 
 MetroHealth Medical Center, Cleveland Heights   
 J. Glen Smith Health Center*
 Lyndhurst Health Center
 Medina Health Center, Reagan Parkway
 MetroHealth Medical Center, Main Campus
 Middleburg Heights November Family Health Center 
 Ohio City Health Center
 MetroHealth Medical Center, Old Brooklyn
 MetroHealth Medical Center, Parma   
 Rocky River Medical Offices
 State Road Family Practice
 Thomas F. McCafferty Health Center*
 West 150th Health and Surgery Center
 West Park Health Center
 Westlake Health Center (at Crocker Park)

 Emergency Dept.

 Pharmacy

 Hospital

Other locations

Elisabeth Severance Prentiss Center (skilled nursing/rehabilitation)
 LGBT Community Center of Greater Cleveland
 West Shore YMCA (physical therapy)
 Zubizarreta House (temporary housing for spinal-cord injury patients)

Primary Care Walk-in Clinics

Buckeye – adult
 Medina – 16 years and older
 Middleburg Heights – pediatric
 Rocky River – adult
 Westlake – all ages

MetroExpressCare

Beachwood
 Broadway
 Middleburg Heights
 West Park

Clinics at Discount Drug Mart

Independence
 North Royalton
 Olmsted Falls
 Parma Heights

MetroHealth Recovery Resources

Lakewood (14805 Detroit Avenue, Suite 200)
 Midtown (3950 Chester Avenue)
 Old Brooklyn (4269 Pearl Road)

Schools served by MetroHealth's School Health Program

Anton Grdina School
 Buhner Dual Language Academy
 Cleveland Heights High School*
 Garrett Morgan High School
 Halle School
 Harvey Rice School
 John Adams High School
 Lincoln-West High School
 Miles Park School
 Mound-STEM School
 PEP Eastwood*
 PEP Phoenix*
 Scranton School
 Urban Community School*

*Non-Cleveland Metropolitan School District Sites

For a listing of health centers and physicians nearest you, please visit
metrohealth.org/locations

Simply Groundbreaking

After years of design and preparation, MetroHealth executives, lawmakers and other community leaders came together to break ground on our new, 11-floor hospital and reimagined main campus. The ceremonial event welcomed nearly 200 guests on April 15.



“This new hospital celebrates our community, lifts our neighborhood, honors our neighbors. And it will welcome all who seek care with compassion,” said Akram Boutros, MD, President and CEO of MetroHealth.

For more information about the Campus Transformation project, visit metrohealth.org/transformation



FOR ALL OF US.

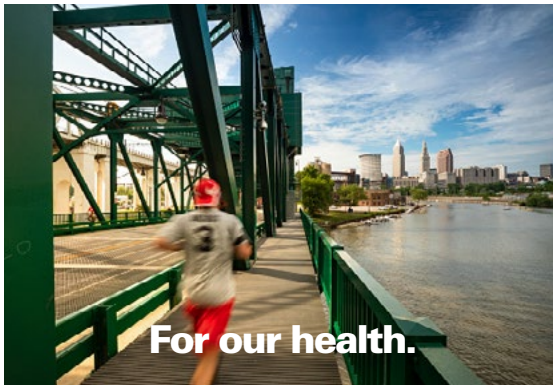


MetroHealth is providing a new approach to health care in Northeast Ohio in a way that no one else can by serving as a catalyst for change — for our health, for our neighborhood, for our economy and for our future. For All of Us.

Our plan builds upon our legacy in health care and harnesses our power as an anchor institution to invest in opportunities to revitalize neighborhoods, support education, create jobs and build the regional economy.

Become a part of our \$100 million Transformation Campaign. Become a part of that catalyst for change. Help patients, neighbors, businesses and communities across our region thrive.

**To learn more, contact The MetroHealth Foundation
216.778.5665 • metrohealth.org/foundation**



To see a list of donors, visit metrohealth.org/2019-donors
To see the 2019 Annual Report online, visit mhannualreport.org



www.metrohealth.org