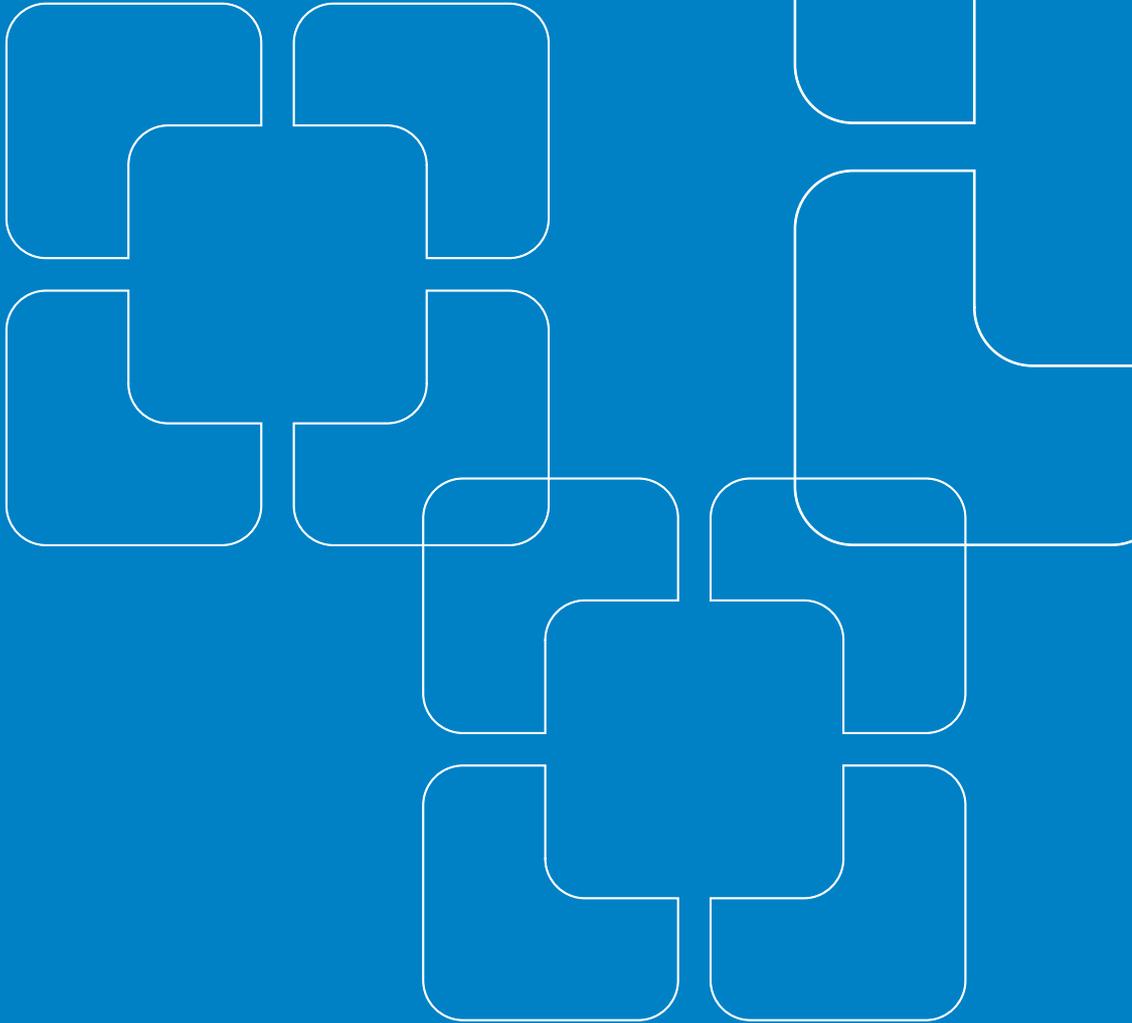




# Community Connections

2015 COMMUNITY BENEFIT REPORT





## DEAR FRIENDS,

The world of healthcare is changing. But Cleveland Clinic's commitment to our communities will never change. We are determined to give every patient the best outcome and experience, and to assure that all members of our community have access to the finest medical services.

In 2015, we took more than 1.2 million same-day appointments. We opened walk-in Express Care clinics with expanded hours at neighborhood locations. We made it easier to call for an appointment or click in for an appointment on the internet.

Today, Cleveland Clinic care is available in more than 150 locations in Northeast Ohio alone, including Cleveland Clinic Akron General.

Cleveland Clinic is a nonprofit group practice. We have no owners or stockholders. Our margin is reinvested in our mission and shared with those we serve as community benefit. In 2015, our community benefit totaled \$692.8 million.

The 2015 Community Benefit report shows you how this sum is used to improve life and health for families, individuals and neighborhoods.

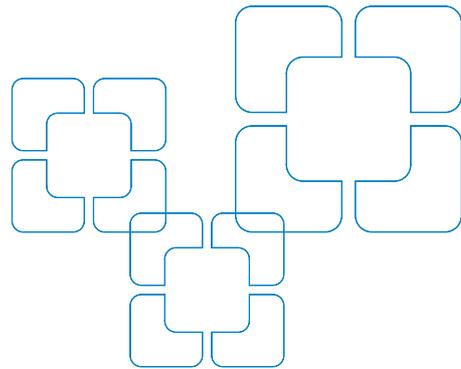
Thank you for your interest in this information. We hope you find it useful.

Sincerely,

Delos M. Cosgrove, MD  
CEO and President  
Cleveland Clinic

Robert E. Rich Jr.  
Chairman, Board of Directors  
Cleveland Clinic

## 2015 COMMUNITY BENEFIT



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Cleveland Clinic is a multispecialty academic medical center with a proud history of serving the needs of the residents of Cleveland and surrounding communities. We were founded in 1921 as a nonprofit group practice with a tripartite mission to care for the sick and improve patient care through research and education.

Cleveland Clinic has grown from a small clinic opened by four physicians to an integrated health system that includes a main hospital campus, a children's hospital, nine regional hospitals, adult and children's rehabilitation hospitals, an affiliate hospital, three health and wellness centers and more than 150 outpatient locations throughout Northeast Ohio. It also includes a hospital campus and several outpatient care locations in southern Florida and two outpatient locations in Las Vegas, Nevada.

In 2015 Akron General health system became part of Cleveland Clinic. Akron General includes Akron General Hospital, Lodi Hospital and Edwin Shaw Rehabilitation Hospital. The inclusion of these facilities is reflected in this 2015 Community Benefit Report.

Cleveland Clinic remains a community asset with no owners, investors or stockholders. Any and all extra funds from operations are invested back into the health system to fund new research and education initiatives and to continue our long-standing charitable efforts.

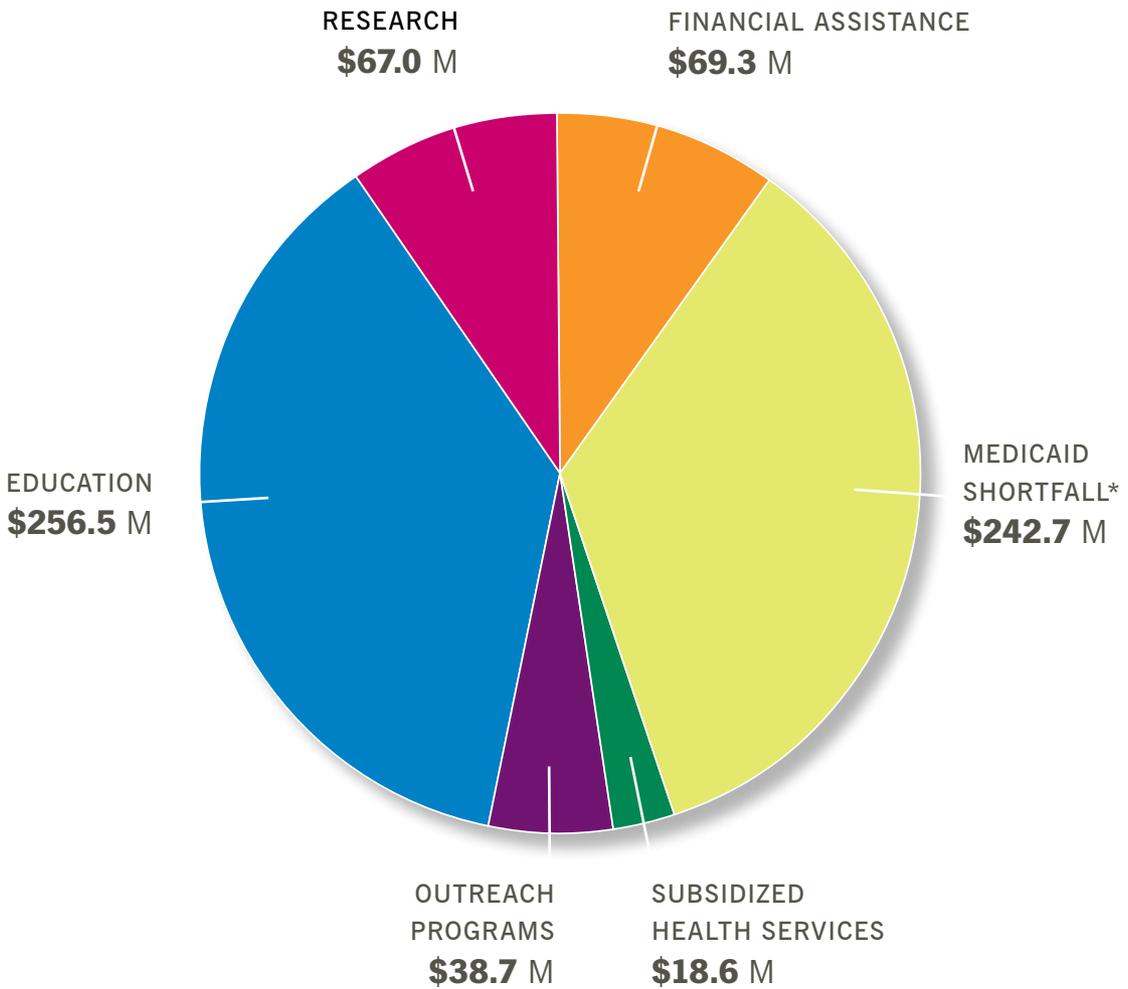
Charitable, tax-exempt healthcare organizations have a tradition of addressing health service needs and providing benefits to the communities they serve. Cleveland Clinic's Community Benefit is far-reaching, from making healthcare available for the neediest among us to educating the next generation of healthcare professionals and funding medical research that leads to advanced treatments and cures.

Community Benefit includes activities or programs that improve access to health services, enhance public health, advance health and wellness knowledge and relieve government burden. The primary categories for assessing Community Benefit include Financial Assistance, Medicaid Shortfall, Subsidized Health Services, Outreach Programs, Education and Research.

Cleveland Clinic Community Benefit reporting follows Catholic Health Association and Internal Revenue Service guidelines. Our reports may be found on the Cleveland Clinic website at [clevelandclinic.org/CommunityBenefit](http://clevelandclinic.org/CommunityBenefit).

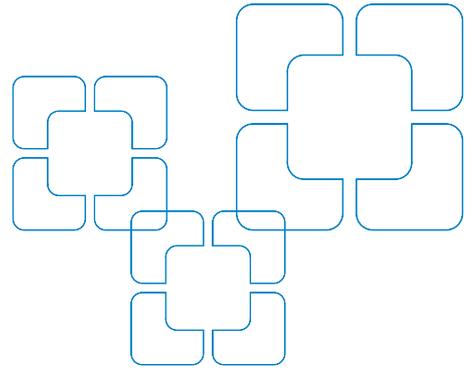
2015 COMMUNITY BENEFIT

\$ **692.8** MILLION

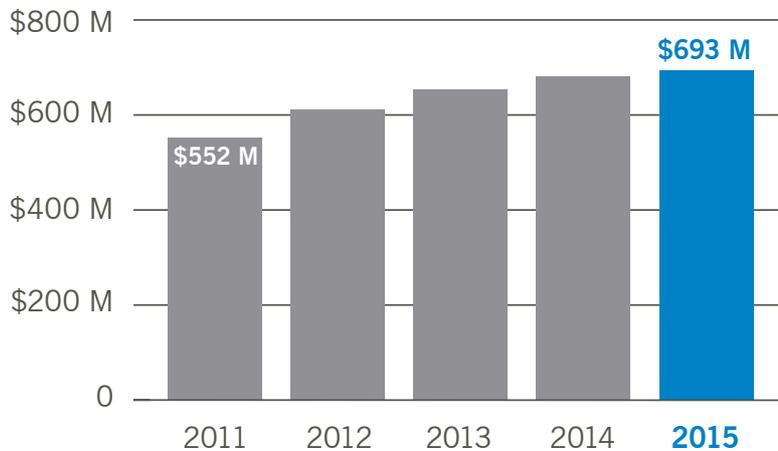


\* Net of HCAP benefit of \$12.3 M

## 2011-2015 COMMUNITY BENEFIT



In 2015, Cleveland Clinic provided \$692.8 million in Community Benefit. Our Community Benefit includes all operations in Ohio, Florida and Nevada. Akron General became part of Cleveland Clinic in 2015.



## FINANCIAL ASSISTANCE

**\$69.3** MILLION

At Cleveland Clinic, we treat all patients regardless of their ability to pay. Financial assistance is the amount of free or discounted medically necessary care provided to those patients unable to pay some or all of their bills. Cleveland Clinic's financial assistance policy provides free or discounted care to patients with incomes up to 400 percent of the federal poverty level and covers both hospital care and our employed physician services. Financial assistance reported here does not include "bad debt," which is the amount of unpaid bills to the health system by patients who have the ability to pay.

Making the public aware that financial assistance is available is an important element of a hospital's financial assistance program. Financial counselors are present on-site at all Cleveland Clinic hospitals and family health centers to help patients apply for government assistance programs and financial assistance. Information about our policies is available on-site at registration, at [clevelandclinic.org](http://clevelandclinic.org) and on each of our regional hospital's websites.

As a result of the Affordable Care Act implementation, which requires individuals to obtain healthcare insurance, nonprofit hospitals across the United States saw an increase in individuals covered by Medicaid or health exchange policies. With more persons covered under such programs, there was a decline in the number of patients seeking financial assistance. In 2015, Cleveland Clinic provided \$69.3 million in financial assistance.

## MEDICAID SHORTFALL

**\$242.7** MILLION

Cleveland Clinic is a leading provider of Medicaid services in Ohio. The Medicaid program, which provides healthcare coverage for low-income families and individuals, is funded by state and federal governments. In many states, including Ohio, Medicaid payments have not been sufficient to cover the costs of treating Medicaid beneficiaries.

Due primarily to the impact of Medicaid expansion in Ohio, Cleveland Clinic provided more services to more Medicaid patients, which increased our Medicaid shortfall. In 2015, unpaid Medicaid costs were \$255.0 million. Offset by net receipts of \$12.3 million from Ohio's Hospital Care Assurance Program (HCAP), our Medicaid shortfall was \$242.7 million.

## SUBSIDIZED HEALTH SERVICES

**\$18.6** MILLION

Subsidized health services are clinical services that are provided to meet the needs of the community despite creating a financial loss. Subsidized health services within Cleveland Clinic include pediatric programs, psychiatric/behavioral health programs, obstetrics services, chronic disease management and outpatient clinics. Excluding financial assistance costs and Medicaid shortfalls, Cleveland Clinic provided subsidized health services in 2015 at a cost of \$18.6 million.

## OUTREACH PROGRAMS

**\$38.7** MILLION

Cleveland Clinic is actively engaged in a broad array of outreach programs, many of which are designed to serve the most vulnerable and at-risk populations. Our well-established programs range from free wellness initiatives, health screenings, clinical services and education, to enrollment assistance for government-funded health programs.

Outreach programs address documented health needs of our communities and fall into three main categories: community health services, cash and in-kind donations, and community building. In 2015, some highlights included:

- Wellness initiatives in the areas of disease/injury prevention and behavioral change, including tobacco cessation, nutrition improvement, exercise, help with substance abuse, child safety, teen parenting and domestic violence. Programs were provided to schools, faith-based organizations, community centers, collaborating cities and counties.
- Health fairs provided thousands of people with free health screenings. The Cleveland Clinic Minority Men's Health Fair, Celebrating Sisterhood and neighborhood fairs educated community members on the benefits of preventive healthcare.
- Cleveland Clinic provided no-cost clinical care to under- and uninsured families at community sites, including Langston Hughes Health & Education Center and the pediatric mobile unit, which provided wellness services to our communities.

And laboratory and vision services were donated to Cleveland-area organizations.

- Community classes and interactive webchats offered health education on chronic disease management in the areas of heart disease, stroke, cancer, diabetes, asthma and brain health. Our hospitals and family health centers provided classes for healthy senior and youth lifestyles.
- The Let's Move It initiative connected residents with local resources in a collaborative effort to strengthen communities through wellness activities, academic achievement and career preparedness.
- Community farmers markets, urban gardens and a mobile food pantry provided access to fresh local products and supplemental food programs.

In 2015, Cleveland Clinic provided or contributed to more than 300 community outreach activities for a total net community benefit of \$38.7 million.

## EDUCATION

**\$256.5** MILLION

Cleveland Clinic is committed to education, taking pride in a wide range of high-quality medical education that includes accredited training programs for residents, physicians, nurses and allied health professionals.

With more than 1,700 residents and fellows in training, Cleveland Clinic maintains one of the largest graduate medical education (GME) programs in the U.S. In addition, we are committed to both undergraduate and postgraduate medical education.

Allied health professionals are important members of our healthcare team. These professional areas include occupational and physical therapists, radiologic technologists, respiratory therapists, audiologists, medical laboratory scientists and social workers.

By educating medical professionals, we ensure that the public is receiving the highest standard of medical care and will have highly trained health professionals to care for them in the future.

Cleveland Clinic is also committed to educating our community through the Center for Consumer Health Information. Health talks, live webchats, podcasts and articles on health management are provided at no cost through the health resource center, libraries and our website.

For 2015, Cleveland Clinic's total expenditure in support of education was \$263.7 million, partially offset by \$7.2 million in grants and other external funding, resulting in a net cost of \$256.5 million.

## RESEARCH **\$67.0** MILLION

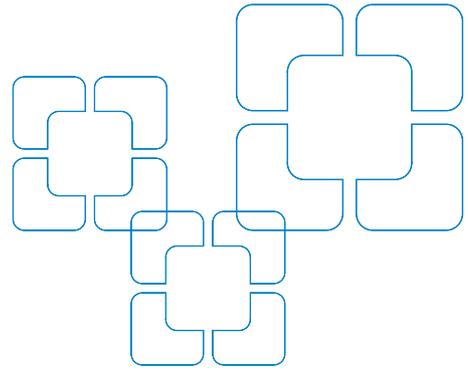
Research for the public good has long been recognized as a charitable activity. Medical research into diseases and their cures is an investment in the long-term health of people. At Cleveland Clinic, nearly every physician on staff is involved in research in some way, setting us apart from most hospitals in the country. Our physicians are leaders in their fields of expertise who often pursue careers at Cleveland Clinic specifically for the opportunity to be involved in cutting-edge research.

From a community benefit standpoint, research includes basic, clinical and community health research, as well as studies on healthcare delivery. Cleveland Clinic's Lerner Research Institute (LRI) is continually bringing medical advances into our patient care and to the medical world through the development of new techniques, devices and treatment protocols. Over 1,500 scientists and support personnel, including 175 principal investigators, are providing research at Cleveland Clinic.

LRI has made numerous advances in the diagnosis and treatment of complex medical problems. Scientists and their teams are pursuing a wide range of biomedical questions, including those related to cardiovascular, cancer, neurological, musculoskeletal, allergy and immunology, infectious, eye and metabolic diseases to improve the health of our communities.

For 2015, Cleveland Clinic's total expenditure in support of research was \$204.1 million, partially offset by \$137.1 million in grants and other external funding, resulting in a net cost of \$67.0 million.

## EVERY DAY WE ARE MAKING A DIFFERENCE.



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Through the extraordinary efforts of our more than 49,000 employee caregivers, we are reaching out to our communities in ways that make a positive impact on the lives of the people we touch.

### A VITAL ECONOMIC FORCE

Our most recent Economic and Fiscal Impact report shows that by fulfilling its mission, Cleveland Clinic also serves as a powerful economic engine in the communities it serves.

As the largest employer in Northeast Ohio and the second largest in the state of Ohio, Cleveland Clinic has made significant contributions to the state and local economies, totaling \$12.6 billion in 2013. The activities of Cleveland Clinic also supported more than 93,000 Ohio jobs, representing more than \$5.9 billion in total earnings. (The Economic Impact Report does not include Akron General.)

Cleveland Clinic Florida, one of the largest employers in Broward County, had a total economic output of \$783 million. Our presence in the Clark County region of Nevada totaled an economic output of \$35.3 million.

To view our Economic Reports, go to [clevelandclinic.org/EconomicImpact](http://clevelandclinic.org/EconomicImpact).

### SERVING OUR COMMUNITY

Cleveland Clinic is committed to playing an important role in our communities. It is the mission of each of our hospitals and family health centers to provide compassionate, high-quality healthcare and to support efforts to improve the health and well-being of our neighbors and our neighborhoods.

Cleveland Clinic completes comprehensive community health needs assessments (CHNAs) for communities surrounding our hospitals and family health centers in Northeast Ohio and Florida. The goal of these assessments is to identify and evaluate health-related needs in the communities Cleveland Clinic serves, and we use this information to continue to fulfill our mission. To view all our CHNA reports, please visit [clevelandclinic.org/CHNAREports](http://clevelandclinic.org/CHNAREports).

## LOCATIONS

Cleveland Clinic provides the right care, at the right time, in the right place. It's all about putting patients first and making patient care our priority. In addition to our locations listed here, we provide care in more than 150 northern Ohio outpatient sites, including 18 full-service family health centers and three health and wellness centers. Visit [clevelandclinic.org](http://clevelandclinic.org) to view all of our locations.

**Cleveland Clinic  
Main Campus**  
9500 Euclid Ave.  
Cleveland, OH 44195  
216.444.2200  
[clevelandclinic.org](http://clevelandclinic.org)

**Cleveland Clinic Akron General  
Edwin Shaw Rehabilitation  
Hospital**  
33 Broadway St.  
East Cuyahoga Falls,  
OH 44221  
330.436.0910  
[akrongeneral.org](http://akrongeneral.org)

**Cleveland Clinic  
Children's**  
9500 Euclid Ave.  
Cleveland, OH 44195  
216.444.KIDS (5437)  
[clevelandclinic.org/kids](http://clevelandclinic.org/kids)

**Cleveland Clinic Florida**  
2950 Cleveland Clinic Blvd.  
Weston, FL 33331  
954.659.5000  
[clevelandclinic.org/florida](http://clevelandclinic.org/florida)

**Cleveland Clinic Lou Ruvo  
Center for Brain Health**  
888 W. Bonneville Ave.  
Las Vegas, NV 89106  
702.483.6000  
[clevelandclinic.org/brainhealth](http://clevelandclinic.org/brainhealth)

### **NORTHEAST OHIO REGIONAL HOSPITALS**

**Akron General Hospital**  
1 Akron General Ave.  
Akron, OH 44307  
330.334.6000  
[akrongeneral.org](http://akrongeneral.org)

**Akron General Lodi Hospital**  
22 Elyria St.  
Lodi, OH 44254  
330.948.1222  
[akrongeneral.org](http://akrongeneral.org)

**Euclid Hospital**  
18901 Lakeshore Blvd.  
Euclid, OH 44119  
216.531.9000  
[euclidhospital.org](http://euclidhospital.org)

**Fairview Hospital**  
18101 Lorain Ave.  
Cleveland, OH 44111  
216.476.7000  
[fairviewhospital.org](http://fairviewhospital.org)

**Hillcrest Hospital**  
6780 Mayfield Road  
Mayfield Heights, OH 44124  
440.312.4500  
[hillcresthospital.org](http://hillcresthospital.org)

**Lutheran Hospital**  
1730 W. 25th St.  
Cleveland, OH 44113  
216.696.4300  
[lutheranhospital.org](http://lutheranhospital.org)

**Marymount Hospital**  
12300 McCracken Road  
Garfield Heights, OH 44125  
216.581.0500  
[marymount.org](http://marymount.org)

**Medina Hospital**  
1000 E. Washington St.  
Medina, OH 44256  
330.725.1000  
[medinahospital.org](http://medinahospital.org)

**South Pointe Hospital**  
20000 Harvard Road  
Warrensville Heights,  
OH 44122  
216.491.6000  
[southpointehospital.org](http://southpointehospital.org)

**Ashtabula County  
Medical Center\***  
2420 Lake Ave.  
Ashtabula, OH 44004  
440.997.6249  
[acmchealth.org](http://acmchealth.org)

\* affiliate

### **NORTHEAST OHIO FAMILY HEALTH CENTERS**

**Avon Lake  
Family Health Center**  
450 Avon Belden Road  
Avon Lake, OH 44012

**Avon Pointe  
Family Health Center**  
36901 American Way  
Avon, OH 44011

**Beachwood Family Health  
and Surgery Center**  
26900 Cedar Road  
Beachwood, OH 44122

**Brunswick Family  
Health Center**  
3574 Center Road  
Brunswick, OH 44212

**Chagrin Falls  
Family Health Center**  
551 E. Washington St.  
Chagrin Falls, OH 44022

**Elyria Family Health  
and Surgery Center**  
303 Chestnut Commons Drive  
Elyria, OH 44035

**Independence  
Family Health Center**  
5001 Rockside Road  
Crown Centre II  
Independence, OH 44131

**Lakewood  
Family Health Center**  
16215 Madison Ave.  
Lakewood, OH 44107

**Lorain Family Health  
and Surgery Center**  
5700 Cooper Foster  
Park Road  
Lorain, OH 44053

**Richard E. Jacobs  
Health Center**  
33100 Cleveland Clinic Blvd.  
Avon, OH 44011

**Solon Family Health Center**  
29800 Bainbridge Road  
Solon, OH 44139

**Stephanie Tubbs Jones  
Health Center**  
13944 Euclid Ave.  
East Cleveland, OH 44112

**Strongsville Family Health  
and Surgery Center**  
16761 SouthPark Center  
Strongsville, OH 44136

**Superior Medical Amherst  
Family Health Center**  
5172 Leavitt Road  
Lorain, OH 44053

**Superior Medical Sheffield  
Family Health Center**  
5334 Meadow Lane Court  
Sheffield Village, OH 44035

**Twinsburg Family Health  
and Surgery Center**  
8701 Darrow Road  
Twinsburg, OH 44087

**Willoughby Hills  
Family Health Center**  
2550 & 2570 SOM  
Center Road  
Willoughby Hills, OH 44094

**Wooster Family Health  
and Surgery Center**  
1740 Cleveland Road  
Wooster, OH 44691



## COMMUNITY BENEFIT COMMITTEE

Elizabeth Fiordalis  
Community Benefit

Tony Hrudka  
Revenue and Reimbursement

Mark Klingman  
Corporate Accounting

Cathy Merriman  
Decision Support Services

Stephanie Neumann  
Taxation and Compliance

Yuliya Pokydanets  
Corporate Accounting

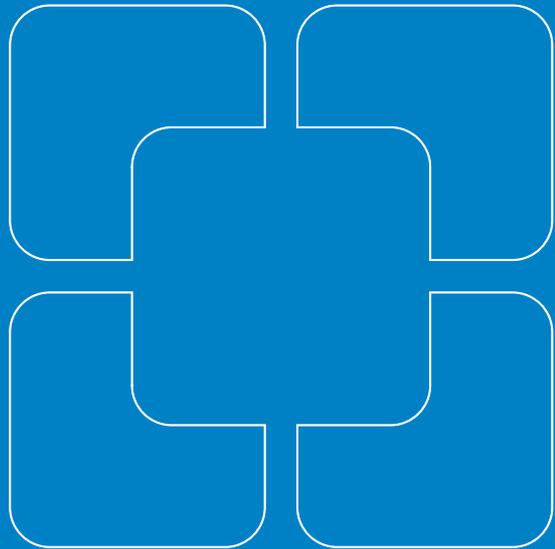
Stephanie Switzer  
Law Department

Anthony Vitantonio  
Corporate Accounting

Robert Waitkus  
Taxation and Compliance

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For more information, please visit [clevelandclinic.org/CommunityBenefit](http://clevelandclinic.org/CommunityBenefit).



[clevelandclinic.org/CommunityBenefit](https://clevelandclinic.org/CommunityBenefit)