

The communities Cleveland Clinic serves are close to our hearts. Our neighbors are our extended family and we care deeply about meeting their needs.

Of course that means providing the most advanced, accessible and compassionate healthcare in our hospitals and clinics.

But we also must provide for our neighbors' wellbeing in other ways. That starts with being a good listener — regularly engaging with community members and leaders, asking how we can help, then taking action.

Our top priority is to protect the most vulnerable. We are working with our community partners to address urgent issues: food insecurity and childhood hunger; infant and maternal health; the threat of lead poisoning in homes; mental health concerns, especially among children and adolescents; and the barriers and disparities that keep underserved people from getting the care they deserve.

As Ohio's largest employer and a major employer in every community we serve, Cleveland Clinic strives to improve economic conditions for all. We do this by recruiting, training and hiring local people; investing in neighborhood development projects, including affordable housing; and contracting with diverse suppliers to grow businesses and increase employment.

We seek a better future by educating tomorrow's caregivers, helping young people enter healthcare careers, and funding medical research that saves lives.

Our mission to uplift the communities we call home is not limited to Northeast Ohio. It is our calling everywhere Cleveland Clinic is located.

I am proud to say that, in 2022, our community benefit contribution totaled \$1.42 billion.

Our commitment to communities also is reflected in the creation of a new executive-level position — Chief Community Officer — with responsibilities to develop collaborative relationships and carry out an enterprise-wide strategy that can be tailored to local neighborhoods to bring about meaningful change.

The following report provides details of our community benefit efforts.

Thank you for your continued trust in us.



Tom Mihaljevic, MD

CEO and President and Morton L. Mandel CEO Chair
Cleveland Clinic

In 2022, our community benefit contribution totaled **\$1.42 billion.**

Cleveland Clinic is a globally integrated multispecialty healthcare system with a proud history of serving the needs of the many communities we call home.

We were founded in 1921 as a nonprofit group practice. Our mission is: *Caring for life, researching for health, educating those who serve.* We are a community asset, with no owners, investors or stockholders. Any extra funds from operations are reinvested in the health system to fund new research and education initiatives and to continue our long-standing charitable efforts.

Cleveland Clinic has a tradition of addressing health service needs and providing benefits to the populations we serve. We continue to prioritize the health and well-being of our communities through our triennial Community Health Needs Assessments.

The community benefits provided by Cleveland Clinic are far-reaching, from providing healthcare for community residents 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 generalizable knowledge and relieve government

burden. The primary categories for assessing community benefit include financial assistance, Medicaid shortfall, subsidized health services, community health improvement, education and research.

FINANCIAL ASSISTANCE

\$212.2 MILLION

Financial assistance is the amount of free or discounted medically necessary care provided to those patients unable to pay some or all their bills. Cleveland Clinic's financial assistance policy provides free or discounted care to patients with incomes up to 400% of the federal poverty level and covers both hospital care and our employed physician services. In 2022, Cleveland Clinic provided financial assistance to more than 125,000 patients. 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. Information about our policies is available in person, at clevelandclinic.org and on our regional hospitals' websites.

MEDICAID SHORTFALL

\$615.4 MILLION

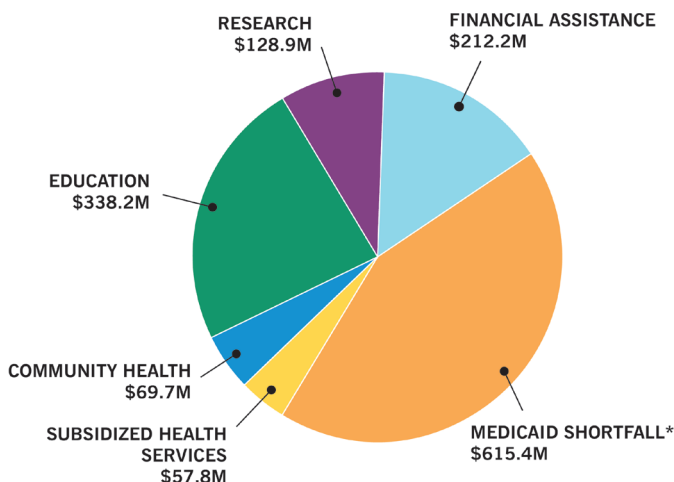
Cleveland Clinic is a leading provider of Medicaid services in Ohio. The Medicaid program, which provides healthcare coverage for low-income families and individuals, is funded by state and federal governments. In many states, including Ohio, Medicaid payments have not been sufficient to cover the costs of treating Medicaid beneficiaries. In 2022, Cleveland Clinic served more than 338,000 Medicaid patients. Medicaid Shortfall includes net Hospital Care Assistance Program (HCAP) receipts of \$6.7 million.

SUBSIDIZED HEALTH SERVICES

\$57.8 MILLION

Subsidized health services are clinical services 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

2022 CLEVELAND CLINIC COMMUNITY BENEFIT | **\$1.42 BILLION**



Includes all health system operations in Ohio, Florida and Nevada.
*Includes net HCAP receipts of \$6.7M.

assistance costs and Medicaid shortfalls, Cleveland Clinic provided subsidized health services in 2022 at a cost of \$57.8 million.

COMMUNITY HEALTH IMPROVEMENT

\$69.7 MILLION

The Cleveland Clinic Health System is engaged in a broad array of community health activities, many of which are designed to serve the most vulnerable and at-risk populations. Our programs range from free wellness initiatives, health screenings, clinical services and education to enrollment assistance for government-funded health programs. Our programs address documented health needs as identified in our comprehensive Community Health Needs Assessments.

In 2022 Cleveland Clinic provided or contributed to community health improvement for a total net community benefit of \$69.7 million, which includes \$31.3 million of uncompensated COVID-19 expenses.

Community Health highlights:

- Wellness initiatives to residents, schools and community-based organizations in the areas of disease prevention, personal safety, behavioral health, stress management, nutrition improvement and exercise.
- Community farmers markets, urban gardens and food pantries to improve access to fresh local products, and supplemental food programs to address food insecurity issues.
- High-speed internet access to increase community residents' ability to take part in virtual clinical visits, schools and community forums.
- Professional support and cash donations to address significant community health needs such as lead exposure, substance abuse, pediatric mental health, and access to care.
- Community referral platform to ensure continued care among hospitals, community-based organizations and home.
- Collaborative initiatives with community nonprofit organizations and local governments to address critical

population issues, including infant mortality and opioid prescription use and overdose deaths.

- Workforce development programs for middle school and high school students to improve graduation rates, encourage secondary education and help obtain employment.

EDUCATION

\$338.2 MILLION

Cleveland Clinic is committed to education. We provide a wide range of high-quality medical education that includes accredited training programs for residents, physicians, nurses and allied health professionals. By educating medical professionals, we ensure that the public receives the highest level of medical care and will have access to highly trained health professionals in the future. For 2022, Cleveland Clinic's total expenditure in support of education was \$342.3 million, partially offset by \$4.1 million in grants and other external funding, resulting in a net expense of \$338.2 million.

RESEARCH

\$128.9 MILLION

Research into diseases and their cures is an investment in long-term health. From a community benefit standpoint, research includes basic, clinical and community health research, as well as studies on healthcare delivery.

For 2022, Cleveland Clinic's total expenditure in support of research was \$356.5 million, offset by \$227.6 million in grants and other external funding, resulting in a net expense of \$128.9 million.