

Cleveland Clinic is known worldwide for exceptional patient care.

What is less well known — but equally important — is our commitment to caring for our neighbors and communities.

Uplifting those around us is our obligation. It is central to our mission. We cannot succeed if our extended family is in need.

We help our communities in four broad areas:

Educating current and future caregivers. By training medical professionals — physicians, nurses, scientists and others — and helping people embark on healthcare careers, we ensure the public receives the highest level of medical care. In 2024, we spent **\$357.9 million** on medical education.

Funding research into new treatments and cures. Our scientists' discoveries play a vital role in fighting disease and improving lives. Our innovations also drive new businesses that aid the economy. We contributed **\$147.3 million** in 2024 to support research.

Supporting public health initiatives. We are working with partners to address urgent issues affecting the communities we serve. These efforts include removing dangerous lead from homes and daycare facilities, feeding the hungry, giving infants a healthy start in life and supporting the opening of a residential addiction treatment and recovery facility for women. Our 2024 net contribution for community health improvement was **\$12.7 million**.

Providing free or discounted care for those in need and subsidizing essential health services. We treated **139,000** patients facing financial hardship at zero or reduced cost to them in 2024. Additionally, we provided essential clinical services not fully covered by reimbursement, such as psychiatric and behavioral health programs, at a cost of **\$28.7 million** in 2024. We also absorbed a **\$608.2 million** shortfall between our actual cost of treating Medicaid patients and the amount reimbursed.

In total, Cleveland Clinic contributed **\$1.49 billion** in community benefit across Ohio, Florida and Nevada in 2024. The following report provides more details about our efforts.

Few healthcare organizations dedicate as much of their own resources as Cleveland Clinic does for community support. Amid the challenges of today's healthcare industry, many health systems have scaled back.

I am proud to say our contribution to our communities has steadily increased year-over-year. It is an investment in our shared future.



Tom Mihaljevic, MD

CEO and President

Morton L. Mandel CEO Chair

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

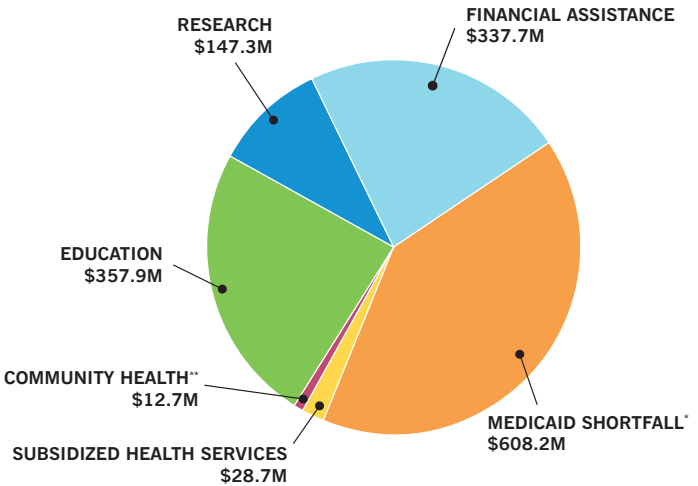
We were founded in 1921 as a nonprofit group practice. Our mission is: *Caring for life, researching for health, educating those who serve*. We are a community asset, with no owners, investors or stockholders. Any extra funds from operations are reinvested in the health system to fund new research and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

Cleveland Clinic has a tradition of addressing healthcare 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.

2024 CLEVELAND CLINIC
COMMUNITY BENEFIT | **\$1.49 BILLION**



Includes all health system operations in Ohio, Florida and Nevada
*Includes net HCAP receipts of \$7M
**Includes reimbursements of \$34M from FEMA for prior years' COVID-19 activities

FINANCIAL ASSISTANCE

\$337.7 MILLION

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% of the federal poverty level and covers both hospital care and the services of our employed physicians. Financial assistance reported here does not include bad debt, which is the amount of unpaid bills to the health system by patients who are able to pay. In 2024 Cleveland Clinic provided financial assistance to more than 139,000 patients.

Information about our policies is available in person, at clevelandclinic.org and on our regional hospitals' websites.

MEDICAID SHORTFALL

\$608.2 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. Cleveland Clinic covered this gap. The Medicaid shortfall includes net Hospital Care Assistance Program receipts of \$7.2 million. In 2024 Cleveland Clinic provided Medicaid coverage to more than 314,000 patients. Cleveland Clinic also covered the Medicare shortfall, although this amount is not included in community benefit reporting. The Medicare shortfall is the gap between the cost of care Cleveland Clinic delivers to patients with Medicare and the amount the health system is reimbursed by the insurance program.

SUBSIDIZED HEALTH SERVICES

\$28.7 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 assistance costs and Medicaid shortfalls, Cleveland Clinic provided subsidized health services in 2024 at a cost of \$28.7 million.

COMMUNITY HEALTH IMPROVEMENT

\$12.7 MILLION

The Cleveland Clinic Health System is engaged in a broad array of community health activities, many of which are designed to increase access to care for individuals facing barriers. 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: access to healthcare, behavioral health, chronic disease management, maternal and child health, and socioeconomic concerns.

In 2024, Cleveland Clinic's total support of community health initiatives was \$47 million. The health system received \$34.3 million from the Federal Emergency Management Agency in 2024 for costs incurred during the COVID-19 pandemic, resulting in a net support of \$12.7 million.

Community Health highlights:

- Wellness initiatives to residents, schools and community-based organizations in the areas of mental health, personal safety, stress management, nutrition improvement and exercise
- Supplemental nutrition programs to address food insecurity issues, including community farmers markets, food distribution centers and food pantries to improve access to fresh local products
- 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, emergency housing for women and children, pediatric mental health, and access to care
- A community referral platform to ensure continued care and provision of health and well-being resources among hospitals, community-based organizations and home

- Collaborative initiatives with community nonprofit organizations and local governments to address critical issues, including infant mortality, mental health and substance use disorder
- Workforce development programs for middle school and high school students to improve graduation rates, encourage secondary education and help obtain employment

EDUCATION

\$357.9 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 the public receives the highest level of medical care and has access to highly trained health professionals now and in the future. In 2024, Cleveland Clinic's total expenditure in support of education was \$444.7 million, partially offset by \$86.8 million in grants and other external funding, resulting in a net expense of \$357.9 million.

RESEARCH

\$147.3 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.

In 2024, Cleveland Clinic's total expenditure in support of research was \$390.3 million, offset by \$243.0 million in grants and other external funding, resulting in a net expense of \$147.3 million.