

Appointments .....216.444.CARE (2273) or 800.223.CARE (2273)  
 Cleveland Clinic Children's .....216.444.KIDS (5437)  
 General Information..... 216.444.2200  
 International Patients..... 001.216.444.8184

Out-of-State Patients ..... 800.223.2273, ext. 55580  
 Patient & Family Health and Education Center.....216.444.3771  
 Cancer Answer Line..... 866.223.8100  
 Heart & Vascular Health Resource Line..... 866.289.6911



### Express Care<sup>®</sup> Online

Download the free app today.  
[clevelandclinic.org/ECO](http://clevelandclinic.org/ECO)



## Access

Cleveland Clinic is committed to convenient access, offering virtual visits, shared medical appointments and walk-in urgent care.  
[clevelandclinic.org/access](http://clevelandclinic.org/access)

## Cleveland Clinic

- A multispecialty academic medical center founded in 1921
- Integrates clinical and hospital care with research and education
- Multisite healthcare delivery system with local, national and international reach

## The Cleveland Clinic Model of Care

- Physician-led, multispecialty group practice with salaried staff and no incentives for extra tests or procedures
- All physicians are on one-year contracts, renewable after annual performance reviews

## Mission, Vision, Values

- **Mission:** To provide better care of the sick, investigation into their problems and education of those who serve
- **Mantra:** Patients First
- **Motto:** To Act as a Unit
- **Values:** Quality, innovation, teamwork, service, compassion, integrity
- **Strategic goals:** Patients First, caregivers, affordability, growth, impact

## Quality, Safety, Transparency

- Quality & Patient Safety oversees data-driven quality and safety improvement with relentless focus on monitoring, recording and reporting
- Full disclosure of physician-industry relationships
- First academic medical center to include patient comments and ratings of physicians online

## Organization by Institute

- Patient care services delivered by patient-centered, integrated practice units called clinical and special expertise institutes
- Each clinical institute focuses on a specific organ system or disease area and combines medical and surgical specialists
- Emphasis on teamwork, collaboration, sharing of knowledge and resources

## Administration

- Board of Governors (BOG) / Medical Executive Committee (MEC) is responsible for all professional and policy issues
- BOG/MEC members are physicians, elected by staff, and key administrators
- Board of Directors advised by community-based Board of Trustees

## Cleveland Clinic Health System (CCHS)

### MAIN HOSPITAL CAMPUS

- Tertiary care, 1,400 hospital beds, one-third intensive care
- 101 operating rooms, seven hybrid surgical suites
- 44 buildings on 167 acres
- New 377,700-square-foot Taussig Cancer Center

### REGIONAL CARE CENTERS

- 150+ outpatient locations in northern Ohio, including 18 full-service family health centers and 3 health and wellness centers

### CLEVELAND CLINIC REGIONAL HOSPITALS

- Akron General Hospital, Euclid Hospital, Fairview Hospital, Hillcrest Hospital, Lodi Hospital, Lutheran Hospital, Marymount Hospital, Medina Hospital, South Pointe Hospital, Ashtabula County Medical Center\*
- New 126-bed Avon Hospital, opened November 2016

### CARE DELIVERY

- 21 express and urgent care sites in Northeast Ohio
- 18,000 shared medical appointments
- 10,000 patients accessed providers through a virtual visit
- Rehabilitation hospitals in Cleveland and Akron

### CLEVELAND CLINIC FLORIDA

- 8 South Florida locations, including integrated medical campus in Weston
- 155-bed hospital, emergency and outpatient services, 74-bed tower — opening 2018
- Coral Springs Family Health Center — opening 2018

### CLEVELAND CLINIC NEVADA (LAS VEGAS)

- Cleveland Clinic Lou Ruvo Center for Brain Health
- Glickman Urological & Kidney Institute location

### CLEVELAND CLINIC CANADA

- 28,000 square feet of offices in downtown Toronto
- Executive health, sports health and rehabilitation services

### CLEVELAND CLINIC ABU DHABI

- Partnership between Cleveland Clinic and Mubadala Development Co.
- 229,000 outpatient visits, 9,300 surgeries, 8,400 admissions
- 250 current beds, 364 planned beds, 4.4 million square feet
- 2,900 caregivers from 77 countries

### CLEVELAND CLINIC LONDON

- 323,100-square-foot facility includes 205 beds, 8 operating rooms — opening fall 2020
- Offering major medical specialties, CT, endoscopy, lab and pharmacy

## CCHS Vital Statistics (2016 year-end)

### PATIENT CARE

7.14M.....	Outpatient visits
220,059.....	Acute admissions and observations
207,610.....	Surgical cases
3,584.....	Physicians and scientists

### EDUCATION

1,958.....	Residents and fellows in training
107.....	Accredited residency training programs

### RESEARCH

\$179M.....	Grant and contract revenue
\$110M.....	Federal revenue

## International and Out-of-State Patients

- A national and international healthcare destination
- Patients from all 50 states and 185 countries around the world
- High cultural competence
- Global Patient Services offering medical concierge, translators, travel assistance

## Key Innovations

- First coronary angiography (1958)
- Development and refinement of coronary bypass surgery (1967)
- First minimally invasive aortic heart valve surgery (1996)
- First successful larynx transplant (1998)
- First kidney surgery performed through a patient's navel (2007)
- Nation's first near-total face transplant (2008)
- Nation's first transcatheter valve replacement and repair (2011)
- Discovery that adult brain neurons can regenerate (2011)
- Demonstration that bariatric surgery controls diabetes (2012)
- Discovery that an intestinal bacteria product (TMAO) can predict heart disease risk (2013)
- First fMRI-guided deep-brain stimulation (2015)
- First liver transplant using normothermic organ preservation (2016)

## Community Relations

Cleveland Clinic provided \$693M of community benefit in 2015, including research, education and charity care.

## Research and Education

### LERNER RESEARCH INSTITUTE

- Home of laboratory-based, translational and clinical research
- 1,900+ scientists and support personnel, including 179 principal investigators
- 700,000 square feet of research space and research budget of \$260M

### EDUCATION INSTITUTE

- Among nation's largest graduate medical education centers
- 107 accredited residency training programs
- One of the world's largest continuing medical education programs
- Leadership training for internal and external executives

### LERNER COLLEGE OF MEDICINE

- 160 students enrolled
- MD degree with emphasis on clinical research skills
- 477,000-square-foot Health Education Campus — opening 2019

## Awards and Honors

### 2016 HIGHLIGHTS:

- No. 2 in nation, Honor Roll, "Best Hospital"\*
- No. 1 in America for heart care since 1995\*
- Magnet® recognition\*\* and Pathway to Excellence® designation for nursing
- World's Most Ethical Companies, from Ethisphere Institute
- CEO & President Toby Cosgrove, MD, ranked No. 14 in Fortune magazine's "50 Top Business Leaders"



## 2016 U.S. News & World Report specialties

### Top-ranked in Ohio

### In the U.S.

Cardiology & Heart Surgery .....	No. 1
Gastroenterology & GI Surgery .....	No. 2
Nephrology .....	No. 2
Urology .....	No. 2
Diabetes & Endocrinology .....	No. 3
Gynecology .....	No. 3
Orthopaedics.....	No. 3
Pulmonology .....	No. 3
Rheumatology .....	No. 3
Neurology & Neurosurgery .....	No. 6
Cancer .....	No. 8
Geriatrics .....	No. 8
Ophthalmology .....	No. 8
Ear, Nose & Throat .....	No. 12
Cleveland Clinic Children's.....	National Leader in Pediatric Care
Cleveland Clinic Florida.....	Top-Ranked in South Florida

### CLINICAL INSTITUTES

- Anesthesiology
- Cole Eye
- Dermatology & Plastic Surgery
- Digestive Disease & Surgery
- Emergency Services
- Endocrinology & Metabolism
- Glickman Urological & Kidney
- Head & Neck
- Imaging
- Medicine
- Neurological
- Ob/Gyn & Women's Health
- Orthopaedic & Rheumatologic Hospital
- Pediatrics & Children's Hospital
- Respiratory
- Stanley Shalom Zielony for Nursing Excellence
- Sydel and Arnold Miller Family Heart & Vascular
- Taussig Cancer
- Robert J. Tomsich Pathology & Laboratory Medicine
- Wellness

### SPECIAL EXPERTISE INSTITUTES

- Arts & Medicine
- Education
- Global Leadership & Learning
- Lerner Research
- Philanthropy
- Quality & Patient Safety
- Regional Operations

### FEATURED CENTERS

- Concussion
- Connected Care
- Fertility
- Functional Medicine
- Pharmacy
- Transplant

\*U.S. News & World Report's annual "Best Hospitals" rankings

\*\*American Nurses Credentialing Center