

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  
 Cancer Answer Line.....866.223.8100  
 Heart & Vascular Health Resource Line.....866.289.6911



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## Cleveland Clinic

- An 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, Experience

- Quality & Patient Safety oversees quality and safety improvement through benchmarking, monitoring and reporting
- Disclosure of physician-industry relationships
- Online physician profiles with starred patient ratings and comments

## Access

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

## Organization by Institute

- Patient care services delivered by patient-centered, integrated practice units called clinical 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, primarily physicians, oversees the medical and surgical activity of Cleveland Clinic
- Board of Directors is the primary governing body of Cleveland Clinic
- Board of Trustees serves in an advisory role to the Board of Directors

## Cleveland Clinic Health System (CCHS)

### MAIN HOSPITAL CAMPUS

- Tertiary care, 1,398 hospital beds, 17% intensive care
- 101 operating rooms, seven hybrid surgical suites
- 59 buildings on 170 acres
- New 377,000-square-foot Taussig Cancer Center

### CLEVELAND CLINIC REGIONAL HOSPITALS

- Akron General Hospital, Avon Hospital, Euclid Hospital, Fairview Hospital, Hillcrest Hospital, Lodi Hospital, Lutheran Hospital, Marymount Hospital, Medina Hospital, South Pointe Hospital, Union Hospital\*, Ashtabula County Medical Center\*\*
- 3,100+ regional hospital beds

### REGIONAL CARE CENTERS

- 150+ outpatient locations in northern Ohio, including 19 full-service family health centers and 3 health and wellness centers

### CARE DELIVERY

- 20 express and urgent care sites in Northeast Ohio
- 26,102 shared medical appointments
- 25,502 virtual visits
- Rehabilitation hospitals: 3 (Cleveland, including 1 pediatric), 1 (Akron)

### CLEVELAND CLINIC FLORIDA

- 8 South Florida locations, including integrated medical campus in Weston
- 155-bed hospital, emergency and outpatient services, new 75-bed tower — opening 2018
- Coral Springs Family Health Center — opening 2018

### CLEVELAND CLINIC NEVADA (LAS VEGAS)

- Cleveland Clinic Lou Ruvo Center for Brain Health, 75,000 square feet

### CLEVELAND CLINIC CANADA

- 38,750 square feet of offices in downtown Toronto
- Executive health, sports health and rehabilitation services
- Sports Medicine specialist practice acquired in 2017

### CLEVELAND CLINIC ABU DHABI

- Partnership between Cleveland Clinic and Mubadala Development Co.
- 407,032 outpatient visits, 13,372 surgeries, 7,223 admissions
- 364 current beds, 4.4 million square feet
- 5,477 caregivers from 77 countries

### CLEVELAND CLINIC LONDON

- 323,100-square-foot facility includes 200 beds, 8 operating rooms — opening in January 2021
- Offering major medical specialties, CT, endoscopy, lab and pharmacy

## International and Out-of-State Patients

- A national and international healthcare destination with high cultural competence
- Patients from all 50 states and 135 countries around the world
- Global Patient Services offering medical concierge and interpretation services

## 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 commercial transcatheter aortic valve replacement (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)
- World's first deep-brain stimulation surgery to restore function after a stroke (2016)
- First liver transplant using normothermic organ preservation (2016)
- World's first transcatheter implant of a tricuspid valved stent (2016)
- World's youngest face transplant (2017)

## Research and Education

### LERNER RESEARCH INSTITUTE

- Home of laboratory-based, translational and clinical research
- 2,010 scientists and support personnel, including 187 principal investigators
- 694,150 square feet of research space and research budget of \$272M

### 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
- Tuition-free MD degree with emphasis on clinical research skills

### HEALTH EDUCATION CAMPUS

- 475,115-square-foot Health Education Campus — opening 2019
- In collaboration with Case Western Reserve University
- Includes Cleveland Clinic Lerner College of Medicine, Case Western Reserve University School of Medicine, School of Dental Medicine, Francis Payne Bolton School of Nursing and a new program for physician assistants

## Community Impact

- Cleveland Clinic provided \$809M of community benefit in 2016, including research, education and charity care
- In 2017, the economic impact for Ohio was \$17.8B
- Over 119K direct and indirect jobs to the region in 2017

## Awards and Honors

### 2018/2019 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



## 2018 U.S. News & World Report specialties

### Top-ranked in Ohio

### In the U.S.

Cardiology & Heart Surgery .....	No. 1
Urology .....	No. 1
Gastroenterology & GI Surgery .....	No. 2
Nephrology .....	No. 2
Rheumatology .....	No. 2
Orthopedics .....	No. 3
Pulmonology .....	No. 3
Diabetes & Endocrinology .....	No. 4
Neurology & Neurosurgery .....	No. 4
Cancer .....	No. 5
Geriatrics .....	No. 5
Gynecology .....	No. 5
Ophthalmology .....	No. 9
Ear, Nose & Throat .....	No. 11
Cleveland Clinic Children's.....	National Leader in Pediatric Care
Cleveland Clinic Florida.....	No. 1 in Miami-Fort Lauderdale Area

### CLINICAL INSTITUTES

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

### 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

## CCHS Vital Statistics (2017 year-end)

### PATIENT CARE

7.6M.....	Outpatient visits
229,132.....	Acute admissions and observations
207,354.....	Surgical cases
52,082 .....	Caregivers
3,676.....	Physicians and scientists
11,889.....	Nurses

### EDUCATION

1,965.....	Residents and fellows in training
107.....	Accredited residency training programs

### RESEARCH

\$272M.....	Research funding
\$108M.....	Federal funding