

Founded in 1921 by four physicians. A nonprofit organization and multidisciplinary care team.

MISSION

Providing better **care** for the sick, **investigation** into their problems and **education** of those who serve.

VISION

To become the best place for **healthcare** anywhere and the best place to **work** in healthcare.

STRATEGY

- > Stay **true** to who we are.
- > Care for patients across their **lifetimes**.
- > **Double** the number of patients served.

CARE PRIORITIES



DECISION-MAKING FRAMEWORK

Treat **patients** and **each other** like **family**. Treat the **organization** as our **home**.

VALUES

- > Empathy
- > Integrity
- > Inclusion
- > Quality & Safety
- > Innovation
- > Teamwork

CLEVELAND CLINIC HEALTH SYSTEM INCLUDES:

- > **18** hospitals
- > **220+** outpatient locations
- > **6,026** beds
- > **20** patient-centered institutes

Locations include:

- > A main campus in **Cleveland**
- > **11** regional hospitals in **Northeast Ohio**
- > **5** hospitals in **Southeast Florida** with more than 1,000 beds
- > A medical center for brain health in **Las Vegas**
- > A sports and executive health center in **Toronto**
- > A 364-bed hospital in **Abu Dhabi**
- > A 184-bed hospital in **London** (will open in January 2022)
- > Case Western Reserve University & Cleveland Clinic **Health Education Campus**

67,500 CAREGIVERS WORLDWIDE



EXTERNAL VALIDATION BY NATIONAL INDEPENDENT RATINGS



This independent healthcare quality advocate issues semiannual grades that reflect patient safety performance and practices. In 2019, **12 of our 17 U.S. hospitals** received an A grade from Leapfrog.



Newsweek ranked Cleveland Clinic **No. 2 among the world's best hospitals** in 2020, based on recommendations from medical experts, patient survey results and key medical performance indicators.



Fairview Hospital and Lutheran Hospital earned Vizient's 2019 Bernard A. Birnbaum, MD, **Quality Leadership Award**.



Cleveland Clinic's main campus, Akron General, Fairview Hospital, Hillcrest Hospital, South Pointe Hospital and Cleveland Clinic Abu Dhabi have all earned Magnet® designation from the American Nurses Credentialing Center — reflecting the **strength and quality of our nursing programs**.



Cleveland Clinic was named a top U.S. hospital in *U.S. News & World Report's* "2020-21 Best Hospitals" rankings. We are **No. 1 in cardiology and heart surgery for the 26th straight year** and rank nationally in 14 specialties, including 13 specialties in the top 10. Cleveland Clinic also received the highest rating in all common conditions and procedures rated by *U.S. News*.

For a more complete listing of awards and external recognitions, visit clevelandclinic.org/2019awards.

CARE FOR PATIENTS

PATIENT CARE

2.4M

Unique patients

10M

Outpatient visits

309K

Admissions and observations

255K

Surgeries and procedures

884K

Emergency department visits

59K

Virtual visits

EDUCATION

1,974

Residents and fellows

104

Accredited training programs

RESEARCH

2,488

Active research projects

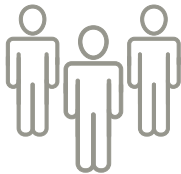
\$307M

Research funding

CARE FOR CAREGIVERS

67.5K

Caregivers worldwide



including:

4.5K

Physicians and scientists

2.5K

Advanced practice providers

14.5K

Nurses

CARE FOR THE ORGANIZATION



\$10.56B

Operating revenue



\$390M

Income from operations

CARE FOR THE COMMUNITY

\$1.04B

Annual community benefit (2018)



\$17.8B

Economic impact (2016)



To view Cleveland Clinic's *State of the Clinic 2019* report, visit clevelandclinic.org/stateoftheclinic.



healthessentials Consult QD