

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 2021)
- > 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 2019, 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* "2019-20 Best Hospitals" rankings. We are **No. 1 in cardiology and heart surgery for the 25th straight year** and rank nationally in 15 specialties, including 11 specialties in the top 10.

For a more complete listing of awards and external recognitions, visit [clevelandclinic.org/2019awards](http://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

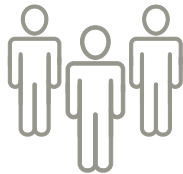
**\$307M**

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](https://clevelandclinic.org/stateoftheclinic).



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