Our Vision: To be the world leader in pharmacy practice.

Our Mission: To provide patient-focused pharmacy practice across the continuum of care through innovation, education and research.

WHO WE ARE

<table>
<thead>
<tr>
<th>Number</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>656</td>
<td>Pharmacists</td>
</tr>
<tr>
<td>559</td>
<td>Technicians</td>
</tr>
<tr>
<td>62</td>
<td>Pharmacy Residents</td>
</tr>
<tr>
<td>1,076</td>
<td>APPE/IPPE Student Rotations Completed</td>
</tr>
<tr>
<td>81</td>
<td>Peer-Reviewed Publications</td>
</tr>
<tr>
<td>92</td>
<td>Platform Presentations</td>
</tr>
<tr>
<td>61</td>
<td>Posters Presented</td>
</tr>
<tr>
<td>5932</td>
<td>Total hospital beds</td>
</tr>
<tr>
<td>40</td>
<td>Pharmacy caregivers onboarded at Cleveland Clinic London</td>
</tr>
<tr>
<td>300%</td>
<td>Increase in the number of Emirati pharmacists in Cleveland Clinic Abu Dhabi</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Amount</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>$45M</td>
<td>Cost savings due to improvements in pharmacy sourcing and purchasing performance</td>
</tr>
<tr>
<td>$41M</td>
<td>Employee Health Plan enterprise-wide savings</td>
</tr>
<tr>
<td>$37M</td>
<td>Savings on goods sold through 340B drug discount program</td>
</tr>
</tbody>
</table>

AUTOMATION, INNOVATION AND TECHNOLOGY

Utilizing Artificial Intelligence (AI) laser cutting technique to make tablet and capsule unit doses at Cleveland Clinic London.

The Joint Commission identified Pharmacy Robots as one of the 15 New Best Practices at Cleveland Clinic.

- Implemented continuous improvement huddles for pharmacy technicians to generate new ideas for performance and operational improvements.
  - Completed 57 projects.
  - Led to substantial improvements in workflow, increased engagement, and a cost savings of $82,000 from waste and inventory reduction.

Source: Pharmacy Purchasing Datawarehouse YTD through Q4 2019
AUTOMATION, INNOVATION AND TECHNOLOGY continued

Leveraging Technology for Optimization

- Completed an automated dispensing cabinet expansion project leading to a 56% improvement in medication turnaround times at Fairview hospital.
- Reduced cartfill by 28% by batching oral syringes at main campus.
- Reduced medication messages by 50% with the optimization of Omnicell automated dispensing machines at Martin South hospital.

Union Hospital implemented the alternative to opioids program in the emergency and obstetrics and gynecology departments, which resulted in a 70% reduction in the number of post-C-section patients using opioids, and a 30% reduction in opioids prescribed for patients presenting to the emergency department with migraine.

Akron General opened a state-of-the-art compounding suite in the main pharmacy and began remodeling four off-site compounding suites within the infusion centers.

POPULATION HEALTH

Transitions of Care

- Reached an all-time high of 1,755 bedside delivery prescriptions in a single month to provide medication access to 673 patients at Akron General.
- Completed the bedside delivery program, resulting in a 50% decrease in prescription turnaround times at Euclid hospital.

Community Involvement

- Participated in a mentoring worksite program of the Big Brothers, Big Sisters in Lorain County (at Avon) in Ohio.
- Established barbershop hypertension screening services.
- Expanded the Medication Take Back Service in Abu Dhabi.
- Obtained more than $4.3 million in co-pay assistance for patients.

Primary Care

- Basal Bolus Insulin Management decreased the overall rate of hypoglycemic events by 50%.
- Lowered readmission rate by almost 20% for patients contacted by pharmacists compared to those patients that were not contacted.
- Increased primary care pharmacist visit volumes by 213%.
- 23% growth in patients seen under consult agreements in existing clinics.

REVENUE AND COST SAVINGS

Contract Savings

- Realized $7 million annualized cost savings for newly acquired hospitals in Florida through contracting and distribution alignment.
- Distributed $7.9 million in rebates, processed $1.9 million in manufacturer Failure to Supply claims, and captured $1.6 million in cost compliance.
- Obtained access to limited medications for Specialty Pharmacy, resulting in more than $15 million in annual revenue; specialty pharmacy annual revenue increased to 43M.
- Negotiated pharmaceutical expenditures of $1.25 billion from about 800 manufacturers and suppliers.
- Reduced expenses for contract pharmacies by $653,000 through the 340B program.

Employee Health Plan (EHP)

- Delivered a per-member per-month net cost that was $26.02 lower than other hospital employers in our pharmacy benefit manager’s book of business.
- Achieved an additional $11 million in savings to the enterprise through the EHP’s dispensed days’ supply market share of 92% captured by Cleveland Clinic pharmacies.
- Achieved generic dispensing rates of 90% for active employees and 89% for Medicare Part D retiree population.
- 160,000 Caregivers served.

Selected Drug Use Savings

- Removed intravenous acetaminophen from formulary, resulting in $1 million in cost savings.
- Converted from 5% lidocaine topical patch to 4% lidocaine topical patch, resulting in $165,000 in cost savings.
- Saved $476,732 by decreasing use of bivalirudin, batching mupirocin nasal ointment, integrating CAPS deliveries, and switching products to Safecor Health repackaging.