

## Location and Digital Access

### Address

9500 Euclid Avenue | Cleveland | OH | 44195

### On the Web

clevelandclinic.org | eclevelandclinic.org



### Access Numbers

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

### CONCIERGE SERVICES

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 and Vascular Health Resource Line.....866.289.6911

## Cleveland Clinic

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

## The Cleveland Clinic Model of Medicine

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

## Mission, Vision, Values

- Founded in 1921, with a mission for better care of the sick, investigation into their problems and education of those who serve (mission)
- "Patients First" (mantra)
- "To Act as a Unit" (motto)
- Quality, innovation, teamwork, service, compassion, integrity (values)
- To give every patient the best outcome and experience (goal)

## Quality, Safety, Transparency

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

## International and Out-of-State Patients

- A national and international healthcare destination
- Patients from all 50 states and 180 countries around the world
- High cultural competence
- Global Patient Services offering medical concierge, translators, travel assistance

## 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 under a single administration
- 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
- BOG/MEC reports to elected Board of Directors, including community and business leaders
- Board of Directors advised by community-based Board of Trustees

## Cleveland Clinic Health System (CCHS)

### MAIN HOSPITAL CAMPUS

- Tertiary care, 1,437 hospital beds, one-third intensive care
- 101 operating rooms, seven hybrid surgical suites
- Administrative offices, research labs, educational facilities
- 42 buildings on 165 acres, including children's hospital and facilities for heart, urologic, cancer, eye care and pathology

### REGIONAL CARE CENTERS

- More than 150 outpatient locations in northern Ohio, including 18 full-service family health centers and 3 health and wellness centers
- Staffed by Cleveland Clinic primary care physicians, specialists and surgeons
- Services include imaging, laboratory, pharmacy, same-day surgeries

### CLEVELAND CLINIC REGIONAL HOSPITALS

- Akron General\*, Euclid Hospital, Fairview Hospital, Hillcrest Hospital, Lodi Hospital\*, Lutheran Hospital, Marymount Hospital, Medina Hospital, South Pointe Hospital, Ashtabula County Medical Center (affiliate)

\*Akron General became part of the Cleveland Clinic health system in 2015

### CARE DELIVERY

- 15 express care and 4 urgent care sites in Northeast Ohio
- Over 4,500 shared medical appointments, bringing together patients with common conditions
- More than 3,000 patients accessed providers through a virtual visit on their mobile device or computer
- Rehabilitation hospitals in Cleveland and Akron

### CLEVELAND CLINIC FLORIDA

- Integrated medical campus in Weston, Florida
- Full 155-bed hospital, emergency and outpatient services in Weston
- Egil and Pauline Braathen Center, including cancer and neurological care facilities
- Weston Family Health Center, Krupa Center, Health and Wellness Center, Palm Beach Gardens, Parkland, and West Palm Cardiology
- Health and Wellness Center, West Palm Beach, Florida

### CLEVELAND CLINIC NEVADA

- Cleveland Clinic Lou Ruvo Center for Brain Health in Las Vegas, providing treatment and research for cognitive disorders through the Neurological Institute
- Glickman Urologic & Kidney Institute location in Las Vegas

## 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.
- Opened in 2015 with 54,000 outpatient visits, 3,000 surgeries, 2,000 admissions
- 364 planned beds, expandable to 490 beds, 4.4 million square feet
- 3,200 caregivers from 71 countries
- Centers of excellence include Heart & Vascular, Digestive Disease, Eye, Neurological and Respiratory & Critical Care
- All-digital facility, with conference center and high-fidelity simulation center

## CCHS Vital Statistics (2015 year-end)

### PATIENT CARE

6.62M.....	Outpatient visits
164,704.....	Acute admissions
58,066.....	Outpatient observations
208,807.....	Surgical cases
3,432.....	Physicians and scientists

### EDUCATION

1,888.....	Residents and fellows in training
74.....	Accredited residency training programs

### RESEARCH

\$166M.....	Grant and contract revenue
\$104M.....	Federal revenue

## Awards and Honors

### AN INCOMPLETE LIST, COVERING 2016:

- No. 2 in nation, Honor Roll, "Best Hospital"\*
- No. 1 in America for heart care since 1995\*
- Magnet® recognition (nursing's top honor): main campus, Akron, Fairview and Hillcrest hospitals\*\*
- Pathway to Excellence® designation for nursing: Cleveland Clinic Florida and Euclid, Lutheran, Marymount and Medina
- World's Most Ethical Companies, from Ethisphere Institute (one of only two healthcare organizations honored)

## Key Innovations

- Isolation of serotonin, a key factor in hypertension (1940s)
- 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)
- Pioneering success in deep brain stimulation for psychiatric disorders (2006)
- 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)

## Community Relations

As a nonprofit with strong roots in its communities, Cleveland Clinic provides hundreds of millions of dollars of community benefit each year, including research, education and charity care. In 2015, Cleveland Clinic provided \$692.8 million. Learn more at [clevelandclinic.org/communitybenefit](http://clevelandclinic.org/communitybenefit).

\*U.S. News & World Report's annual "Best Hospitals" rankings | \*\*American Nurses Credentialing Center

## Research and Education

### LERNER RESEARCH INSTITUTE

- Home of laboratory-based, translational and clinical research
- 1,500 scientists and support personnel, including 175 principal investigators
- Research programs focus on eight disease areas: cardiovascular, neurologic, allergy and immunology, musculoskeletal, metabolic, infectious, eye diseases and cancer
- 700,000 square feet of research space and research budget of \$250 million

### EDUCATION INSTITUTE

- Among nation's largest graduate medical education centers
- 74 accredited residency training programs
- One of the world's largest continuing medical education programs
- Internal and external leadership training

### LERNER COLLEGE OF MEDICINE

- Enrollment of 160 students
- MD degree with emphasis on clinical research skills
- 479,000-square-foot medical education building opening in 2019

## Clinical Expertise

Services are organized into patient-focused clinical institutes aligned for efficiency and better care.

### SYDELL AND ARNOLD MILLER FAMILY HEART & VASCULAR INSTITUTE

- Ranked No. 1 in America for heart care since 1995\*

### DIGESTIVE DISEASE & SURGERY INSTITUTE

- Ranked No. 2 in America for digestive disorders since 2003\*

### GLICKMAN UROLOGICAL & KIDNEY INSTITUTE

- Ranked No. 2 in America for urology and No. 2 for nephrology\*

### ORTHOPAEDIC & RHEUMATOLOGIC INSTITUTE

- Ranked No. 3 in America for rheumatology and No. 3 for orthopaedic surgery\*

### NEUROLOGICAL INSTITUTE

- Ranked No. 6 in America for neurology/neurosurgery\*

### TAUSSIG CANCER INSTITUTE

- Ranked No. 8 in America for cancer care\*

### PEDIATRIC INSTITUTE & CHILDREN'S HOSPITAL

- Nationally ranked\*

### STANLEY SHALOM ZIELONY INSTITUTE FOR NURSING EXCELLENCE

- More than 14,000 nurses across all locations, including advanced practice nurses

### ADDITIONAL CLINICAL INSTITUTES

- Anesthesiology
- Cole Eye
- Dermatology & Plastic Surgery
- Emergency Services
- Endocrinology & Metabolism
- Head & Neck
- Imaging
- Medicine
- Ob/Gyn & Women's Health
- Respiratory
- Robert J. Tomsich Pathology & Laboratory Medicine
- Wellness

### SPECIAL EXPERTISE INSTITUTES

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