About Cleveland Clinic
One of America’s Leading Medical Centers

Cleveland Clinic, located in Cleveland, Ohio, is a not-for-profit, multispecialty academic medical center that integrates clinical and hospital care with research and education. Cleveland Clinic was founded in 1921 by four renowned physicians with a vision of providing outstanding patient care based upon the principles of cooperation, compassion and innovation. Today, Cleveland Clinic is one of the largest and most respected hospitals in the country.

Patients First
“Patients First” is the guiding principle of Cleveland Clinic. It declares the primacy of care, comfort and communication in every activity we undertake. It affirms the importance of research and education for our contributions to clinical medicine and the improvement of patient care. At the same time, “Patients First” demands a relentless focus on measurable quality. By setting standards, collecting data and analyzing the results, Cleveland Clinic puts patients first through improved outcomes and better service, providing a healthier future for all.

Group Practice Model
Cleveland Clinic is structured as a group practice. The doctors on staff are salaried employees of Cleveland Clinic and are not in private practice. They pool their wisdom and expertise for the benefit of the patient and the community.

Organization
Main Hospital Campus: The main hospital campus is located near Cleveland’s historic University Circle. Occupying 140 acres and 37 buildings, the main campus includes a hospital, outpatient clinic, cancer institute, eye institute, research institute, and supporting labs and facilities.

Cleveland Clinic Hospitals: In addition to its main campus and children’s hospital, Cleveland Clinic comprises nine community hospitals and three affiliate hospitals in Ohio. It was the first health system in Northeast Ohio accredited by The Joint Commission, the nation’s largest accreditor of healthcare organizations. All Cleveland Clinic hospitals, outpatient clinics and home healthcare programs are accredited by The Joint Commission under its hospital accreditation program.

Cleveland Clinic in Florida: Cleveland Clinic in Florida attracts patients from all over the world. Located in Weston, just 20 miles west of Ft. Lauderdale, an integrated medical campus incorporates a 150-bed hospital, an outpatient clinic and education facilities.

Cleveland Clinic in Florida Health and Wellness Center, located in Palm Beach, offers access to Weston primary care doctors and specialists supported by highly trained clinical professionals. Opened in temporary quarters in 2006, the center will offer expanded services in a new, permanent home, scheduled to open in 2008.
Innovations

Many significant medical breakthroughs have happened at Cleveland Clinic, including:

• Isolation of serotonin, a key factor in hypertension (1940s)
• Development of “no-touch” colorectal surgery (1950s)
• First coronary angiography (1958)
• Development and refinement of coronary bypass surgery (1967)
• Verification of superiority of internal thoracic artery for bypass (1970s)
• Establishment of world’s first cardiovascular information registry (1970s)
• Development of computerized device to monitor patient condition and deliver appropriate pain medication (1980s)
• First minimally invasive aortic heart valve surgery (1996)
• First successful larynx transplant (1998)
• Discovery of first gene linked to juvenile macular degeneration (2000)
• Discovery of first gene linked to coronary artery disease (2003)
• World’s first use of a surgical robot for spinal surgery (2005)
• First minimally invasive combined mitral valve surgery and ablation of atrial fibrillation (2006)
• Pioneering success in deep brain stimulation for psychiatric disorders and minimally conscious state (2006)
Recognition
Cleveland Clinic is recognized by many independent organizations for the quality of care it provides. Some of these awards and recognition include:

U.S. News & World Report: U.S. News & World Report consistently names Cleveland Clinic one of the nation’s best hospitals, including the nation’s No. 1 heart center, in its annual “America’s Best Hospitals” survey.

The Leapfrog Group: Cleveland Clinic was one of only 59 U.S. hospitals ranked on the Leapfrog Group’s 2006 “Top Hospitals” list. This list recognizes quality of care and safety.

Magnet Status (ANCC): In June 2003, the American Nurses Credentialing Committee, an arm of the American Nurses Association, awarded Magnet Status to Cleveland Clinic nursing staff. This award is the highest national award for excellence in nursing.

Patient Care
Total Visits............................................................. 3,062,000
Admissions.................................................................... 55,443
Surgical Cases ............................................................ 71,643
Physicians and Scientists............................................. 1,800

Education
Residents and Fellows in Training................................. 91
Accredited Residency Training Programs ....................... 59

Research
Total Grant and Contract Revenue ............................ $144.3M
Total Federal Revenue ............................................. $91.1M

Research and Education
Cleveland Clinic is home to many research and educational initiatives that provide advances in the diagnosis and treatment of complex medical problems.

Lerner Research Institute: Created in 1945, the Lerner Research Institute is home to all basic biomedical research at Cleveland Clinic. With 590,000 total square feet of research space, it is one of the leading NIH-funded research institutes in the United States.

Division of Education: Cleveland Clinic sponsors one of the nation’s largest physician-graduate training programs. Doctors from around the world come to Cleveland Clinic for residency training in one of many specialty areas and for advanced fellowship work in more specialized disciplines.

College of Medicine: In May 2002, Cleveland Clinic and Case Western Reserve University entered into a unique partnership to create a medical school dedicated to the teaching of physician-scientists. Cleveland Clinic Lerner College of Medicine of Case Western Reserve University combines education and research in an innovative program that mentors medical students to become physician-scientists.

Clinical Expertise
Cancer Institute: The Cleveland Clinic Taussig Cancer Institute provides a complete range of options for cancer prevention, diagnosis, treatment, follow-up and palliative care in a single location. State-of-the-art diagnostic technology and the most recent methods of cancer treatment, including pioneering surgical techniques, advanced radiation therapy, chemotherapy and bone marrow transplantation, are available to patients.

Children’s Hospital: Cleveland Clinic Children’s Hospital includes beds for medical/surgical, psychiatry and intensive care. The hospital is equipped with the latest medical technology, including a computerized epilepsy monitoring unit, newly constructed pediatric operating suites and a 17-bed Level III neonatal intensive care nursery.

Cole Eye Institute: The Cleveland Clinic Cole Eye Institute is one of the pre-eminent eye institutes in the United States. It offers the most state-of-the-art technology to its patients, treating adults and children with all ophthalmic conditions.

Digestive Disease Center: The Digestive Disease Center is the largest in the country and one of the first to fully integrate its departments of Colorectal Surgery and Gastroenterology and Hepatology. Combining these disciplines into one location facilitates unprecedented patient care, multidisciplinary education and collaborative research.

Heart and Vascular Institute: The Heart and Vascular Institute is the largest and busiest heart program in the United States. Institute doctors are leaders in cardiology, cardiac surgery, cardiothoracic anesthesia, and research into the heart and its diseases. The institute accommodates more than 234,000 patient visits per year and has the largest surgical valve practice in the country. In addition, it is one of the three busiest transplant centers in the country.

Minimally Invasive Surgery Center (MISC): Performing more than 1,800 procedures annually, the MISC brings together the knowledge, expertise and experience of physicians from a wide variety of surgical specialties to advance the capability for new, less-invasive surgical techniques – including robotic surgery.

Neurological Institute: The Neurological Institute provides comprehensive medical and surgical care for a wide range of neurologically based conditions. This fully integrated institute has a disease-specific focus, involving physicians and medical specialists in neurology, neurosurgery, neuroradiology, the behavioral sciences and nursing who treat children and adults.
Orthopaedics and Sports Health: The Department of Orthopaedic Surgery is a national leader in musculoskeletal care. More than 60 physicians and surgeons manage more than 250,000 outpatient visits and perform more than 14,000 surgical procedures.

Sports Health specialists provide care to Cleveland’s professional sports teams and local college and high school athletic programs, and offer sports health and rehabilitative services throughout greater Cleveland.

Urological and Kidney Institute: As one of the largest and most comprehensive urological programs in the world, the Cleveland Clinic Urological and Kidney Institute treats virtually every disorder of the genitourinary system.

Women’s Health Center: The Women’s Health Center provides women with access to specialized health care. In addition to routine wellness exams, health screenings and risk assessments, women can be evaluated and treated for numerous conditions.

Nursing
The Cleveland Clinic Division of Nursing is dedicated to providing the highest quality patient care and is committed to evidence-based practice, ongoing nursing education and research. Cleveland Clinic nurses have made noteworthy contributions to the science and practice of nursing, such as establishing the world’s first enterostomal nursing school, organizing the world’s first cardiovascular information registry and developing a new model of nursing care designed to elevate the stature of nursing practice.

Community Relations
Cleveland Clinic is a great supporter of programs that improve the health of our community, offer health education for the public and medical professionals, and facilitate research that results in improved patient care.

eHealth Services (eclevelandclinic.org)
eHealth Services is a comprehensive program that is transforming medical practice. Specifically designed to be quick and easy-to-use through the Internet, the eHealth Services suite of tools includes:

MyChart: Connects patients to portions of their electronic medical record.

MyConsult: Facilitates remote medical second opinions for a wide variety of diagnoses.

DrConnect: Provides referring physicians secure real-time information about the treatment their patients receive at Cleveland Clinic.

eResearch: Customized health informatics consultation service designed to maximize the efficiency of clinical trials and to generate new medical knowledge through advanced research techniques.

eRadiology: Utilizing high-speed digital information transfer, subspecialty-trained radiologists provide interpretations for imaging centers within Cleveland Clinic’s hospitals and in states around the country.

Virtual Visit: Using secure high-speed Internet connections, Cleveland Clinic specialists can perform remote consults and examinations with physicians and patients around the world.
Cleveland Clinic Abu Dhabi

Cleveland Clinic and the government and people of Abu Dhabi, United Arab Emirates, are partnering to bring high-quality academic medicine to Abu Dhabi and the Middle Eastern region. Scheduled to open in 2010, Cleveland Clinic Abu Dhabi will include a complete tertiary center with an outpatient facility and hospital serving local and international patients in an environment that combines excellent amenities with exemplary medical care. World-class physicians will lead the medical center. Most will be trained in the United States and board-certified and will receive continuing medical training and education directly from Cleveland Clinic.

Under the terms of the partnership, Cleveland Clinic will establish, develop and operate a world-class specialty hospital using Cleveland Clinic’s systems, procedures, guidelines and standards. The hospital will incorporate Cleveland Clinic’s medical group staff model, providing a range of specialty services that will be planned and developed based on the results of a comprehensive health economic impact study. Cleveland Clinic Abu Dhabi will utilize state-of-the-art technologies in surgery, imaging, telemedicine and electronic medical records.

Sheikh Khalifa Medical City

Cleveland Clinic recently entered into a partnership with the Health Authority of Abu Dhabi to manage and operate Sheikh Khalifa Medical City (SKMC), a network of healthcare facilities in Abu Dhabi. SKMC consists of a 700-bed hospital, a 150-bed behavior services pavilion and a 100-bed rehabilitation center, in addition to more than 12 specialized outpatient clinics and nine primary healthcare centers around the city of Abu Dhabi.

Cleveland Clinic Canada’s Toronto Health and Wellness Centre

Located in downtown Toronto, this 25,000 square foot facility serves the medical, health and wellness needs of Canadians with an executive health program, medical and surgical specialists, and preventive lifestyle management programs.

Cleveland Clinic Canada offers complete, solution-based medicine to address a variety of the most pressing health concerns. Health Solution Programs were developed by a team of experts that includes some of the nation’s leading physicians, dietitians, exercise physiologists, psychologists, physiotherapists, chiropractors and specialized nurses. The team collaborates to offer comprehensive diagnostic, medical and preventive services to address individual health and wellness needs. Additionally, patients enjoy a seamless referral service for care at Cleveland Clinic facilities in Cleveland, Ohio.

Cleveland Clinic Canada provides a wide range of health services to international visitors. As part of Cleveland Clinic’s Global Patient Services department, international patients receive personalized concierge care, when needed, without the concern over insurance or administrative barriers. All international services provided by Cleveland Clinic Canada are offered on a fee-for-service basis.
Global Patient Services

Global Patient Services is a full-service department dedicated to meeting the needs of out-of-state and international patients who receive their care at Cleveland Clinic. The National Center and International Center, which compose Global Patient Services, provide facilitated access to appointments and professional services.

National Center
The National Center assists out-of-state patients before, during and after their stay in Cleveland. The trained, expert staff will help arrange travel and hotel accommodations, coordinate multiple appointments, organize transportation between the airport and hotel, and provide directions to restaurants, car rental facilities, and other services or activities.

International Center
Established in 1976, the International Center provides high-quality service and care to all international patients and their families and promotes educational exchanges with physicians throughout the world. The center's more than 60 interpreters, financial counselors, patient access professionals and medical education experts are available to assist with the following:

Patient Appointments: Patient Service Coordinators work with patients to schedule the necessary appointments with the most appropriate physicians.

Travel, Transportation and Accommodations: The International Center can make complete travel arrangements for patients and their families, including air travel to and from Cleveland and transportation from the airport to Cleveland Clinic or their hotel.

Financial Transactions: The International Center can help patients estimate the cost of medical and surgical services.

Interpretive Services: When available, international Patient Service Specialists speaking Arabic, French, Greek, Italian, Japanese, Portuguese, Russian, Spanish and Turkish can accompany international patients to medical appointments and help explain important medical information. Other languages are available upon request.

Diplomatic Patient Relations: The Diplomatic Patient Relations office provides confidential and comprehensive coordination and facilitation of services for diplomatic patients. This office also provides Middle Eastern cultural training for clinical departments, InterContinental Hotel staff and other approved requestors.

International Medical Education: The International Center ensures the continuation of medical and educational exchanges at Cleveland Clinic and abroad by hosting physicians, alumni, medical students and visiting professors from all over the world who are interested in furthering their medical education.

Cleveland Clinic in Florida International Center
Modeled after the International Center in Cleveland, the Cleveland Clinic in Florida International Center provides services to patients, including travel arrangements, hotel accommodations and interpretation services.

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