Children’s Hospital: Governors comprises members of the professional and key administrative staff. An important step in the development of physicians as managers, the Board of Governors addresses the concerns of the Cleveland Clinic. Established in 1955 as an integrated practice units called institutes, we can better provide collaborative, team-based care combining specialties surrounding a specific organ or disease system into practice units and expertise for the benefit of the patient and the community. In 2007, a new location for the Cleveland Clinic Abu Dhabi was announced and the Company have created a partnership to develop the first facility in the Middle East to operate the Cleveland Clinic staff model. Scheduled for completion in 2012, Cleveland Clinic Abu Dhabi will serve patients in an environment that combines excellent amenities with world-class medical care.

International and Out-of-State Patients
Each year thousands of patients travel to Cleveland Clinic from every state in the nation and more than 80 countries around the world. Global Patient Services is a full-service department dedicated to meeting the needs and requirements of out-of-state and international patients who receive care at Cleveland Clinic and Cleveland Clinic Florida.

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

Cleveland Clinic
Located in Cleveland, Ohio, Cleveland Clinic is a nonprofit, 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, with more than 1,300 beds, Cleveland Clinic is one of the largest and most respected hospitals in the country.

Facts & Figures
Address 9500 Euclid Avenue, Cleveland, OH 44195
On the Web at clevelandclinic.org and clevelandclinichealth.com
Access Numbers
Appointments: 216.444.CARE (2273) or 800.223.CARE (2273)
Children’s Hospital: 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 & Education Center: 216.444.3771
Nurse on Call: 216.444.1234
Cancer Answer Line: 866.223.8100
Heart and Vascular Health Resource Line: 866.289.6911
Sports Health Hotline: 877.440.TEAM (8326)
Women’s Health Line: 216.444.4HER (4437)
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Group Practice Model
Cleveland Clinic is structured as a group practice. The doctors on staff are salaried employees and are not in private practice. They pool their wisdom and expertise for the benefit of the patient and the community. In 2007, we restructured our practice to complement the group practice model. By combining specialties surrounding a specific organ or disease system into integrated practice units called institutes, we can better provide collaborative, patient-centered care.

Administration
A Board of Governors is responsible for all professional and policy issues that arise in the course of managing Cleveland Clinic. Established in 1955 as an important step in the development of physicians as managers, the Board of Governors comprises members of the professional and key administrative staff.

Organization
Main Hospital Campus. The main hospital campus is located near Cleveland’s historic University Circle. Occupying 180 acres and 50 buildings, the main campus includes a hospital, an outpatient clinic, a children’s hospital, cancer institute, eye institute, research institute and supporting labs and facilities.

Family Health Centers. To better serve the Cleveland suburbs with primary care services, Cleveland Clinic operates 17 family health centers, staffed with Cleveland Clinic primary care physicians, as well as many medical and surgical specialists. State-of-the-art imaging services are available, and several locations contain pharmacies and outpatient surgery centers that provide same-day surgical services close to home.

Cleveland Clinic Regional Hospitals. Cleveland Clinic comprises nine regional hospitals, a children’s hospital for rehabilitation and one affiliate hospital in Ohio. We were the first health system in Northeast Ohio accredited as an Integrated Delivery System 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.

Cleveland Clinic Florida. Cleveland Clinic Florida attracts patients from all over the world. The Weston medical campus is fully integrated and includes a 150-bed hospital, diagnostic centers, outpatient surgery and a 24-hour emergency department. The Cleveland Clinic Florida Health and Wellness Center in West Palm Beach has full-time physicians onsite and others rotating from Weston, offering subspecialty medical and radiology services.

Cleveland Clinic Lou Ruvo Center for Brain Health. This multidisciplinary center, co-located in Las Vegas and Cleveland, provides expert diagnosis and treatment for patients with cognitive disorders and support for their families. Physicians and staff focus on early intervention for mild cognitive disorders through physical exercise, cognitive rehabilitation and medication. Education and research are additional priorities.

Cleveland Clinic Canada. Located in downtown Toronto, this 25,000-square-foot facility serves the medical, health and wellness needs of Canadians with executive health, sports health and lifestyle management programs.

Cleveland Clinic Abu Dhabi. Cleveland Clinic and Mubadala Development Company have created a partnership to develop the first facility in the Middle East to operate the Cleveland Clinic staff model. Scheduled for completion in 2012, Cleveland Clinic Abu Dhabi will serve patients in an environment that combines excellent amenities with world-class medical care.

Vital Statistics (2009)
Patient Care
3.7 million .......................................................... Total Visits
54,038 .......................................................... Admissions
79,899 .......................................................... Surgical Cases
2,000 .......................................................... Physicians and Scientists

Education
1,001 ...................................................... Residents and Fellows in Training
61 ...................................................... Accredited Residency Training Programs

Research
$190M .......................................................... Total Grant and Contract Revenue
$109M .......................................................... Total Federal Revenue

Note: Statistics do not include Cleveland Clinic regional hospitals.
Recognition

Cleveland Clinic is recognized by many independent organizations for the quality of care it provides. Some of our awards and recognitions include:

**U.S. News & World Report** consistently names Cleveland Clinic as one of the nation’s best hospitals in its annual “America’s Best Hospitals” survey. Our heart and heart surgery program has been ranked No. 1 in the nation since 1995.

**Magnet Status.** Cleveland Clinic’s main campus and its Fairview Hospital are designated as Magnet status hospitals, the most sought-after indicator of nursing excellence, by the American Nurses Credentialing Center.

**Consumer Choice Award.** 2009/10, National Research Corporation

**World’s Most Ethical Companies.** 2009, Ethisphere Institute.

Innovations

Many major 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)
- 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)
- Pioneering success in deep brain stimulation for psychiatric disorders and minimally conscious state (2006)
- First kidney surgery performed through patient’s navel (2007)
- Nation’s first near-total face transplant (2008)
- World’s first heart/liver transplant in patient with total artificial heart (2009)

Numerous other breakthroughs and innovations have happened at Cleveland Clinic in fields ranging from basic science to brain surgery.

Research and Education

Cleveland Clinic has large and busy research and education institutes. Our founders believed that these activities were cornerstones of excellence in patient care. Their vision has made possible historic and dramatic advances in the diagnosis and treatment of complex medical problems.

**Lerner Research Institute.** This institute is home to all laboratory-based, translational and clinical biomedical research at Cleveland Clinic. With 650,000 square feet of research space, more than 1,200 scientists and support personnel collaborate with clinical researchers to unravel the mysteries of disease.

**Education Institute.** 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**

Cleveland Clinic is organized by institutes, which align medical care in a way that is more easily understood by patients.

**Heart & Vascular Institute.** Ranked No. 1 in the U.S. for cardiac care by U.S. News & World Report every year since 1995, the Sydell and Arnold Miller Family Heart & Vascular Institute is the largest and busiest heart program in the nation. The institute has the largest surgical valve practice in the country and is one of the busiest transplant centers in the country. Visit clevelandclinic.org/heart.

**Digestive Disease Institute.** Ranked No. 2 in the nation for digestive disorders by U.S. News & World Report; the institute is one of the largest in the country. It is also one of the first of its kind to integrate specialists in gastroenterology and hepatology, colorectal surgery, hepato-pancreato-biliary and transplant surgery, general surgery and nutrition into one model of care. Visit clevelandclinic.org/digestive.

**Urological & Kidney Institute.** Ranked No. 2 in the nation for urological care by U.S. News & World Report every year since 2000, the Glickman Urological & Kidney Institute is a world leader in treating complex urologic and kidney conditions in adults and children. Institute physicians have pioneered medical advances including dialysis, partial nephrectomy, laparoscopic and robotic urologic surgery, and the bioartificial kidney. Visit clevelandclinic.org/urology.

**Orthopaedic & Rheumatologic Institute.** Here, patients receive innovative care for joint, bone, muscle, connective tissue and immune disorders. U.S. News & World Report ranks Cleveland Clinic’s rheumatology program No. 2 in the nation and its orthopaedic surgery program No. 4 in the nation. Visit clevelandclinic.org/ortho.

**Neurological Institute.** This fully integrated institute is a leader in treating the most complex neurological disorders and in advancing innovations such as deep brain stimulation, epilepsy surgery, stereotactic spine radiosurgery and Gamma Knife® surgery. Our neurology/neurosurgery program is ranked No. 6 in the nation by U.S. News & World Report, and our pediatric neurology/neurosurgery program is ranked No. 4. Visit clevelandclinic.org/neuro.

**Cancer Institute.** More than 250 cancer specialists annually serve 26,000 patients, applying the most effective techniques to achieve long-term survival and improved quality of life. The Taussig Cancer Institute’s extensive research program gives patients access to a variety of clinical trials. Our cancer program is ranked No. 12 in the nation by U.S. News & World Report. Visit clevelandclinic.org/cancer.

**Pediatric Institute & Children’s Hospital.** Backed by Cleveland Clinic’s resources, the institute offers full medical, surgical and rehabilitative care for infants, children and adolescents. A staff of 300 full-time pediatrics and pediatric specialists accommodates 500,000 patient visits annually at our main campus, Shaker Campus, community hospitals and family health centers. Visit clevelandclinic.org/kids.

**Nursing Institute.** Cleveland Clinic nurses collaborate to provide high quality patient care on specialty-based nursing units within inpatient, outpatient and operating room settings throughout the Cleveland Clinic health system.

**Additional Cleveland Clinic Institutes**

- Anesthesiology Institute
- Arts & Medicine Institute
- Cole Eye Institute
- Dermatology & Plastic Surgery Institute
- Education Institute
- Emergency Services
- Endocrinology & Metabolism Institute
- Head & Neck Institute
- Imaging Institute
- Lerner Research Institute
- Medicine Institute
- Ob/Gyn & Women’s Health Institute
- Pathology & Laboratory Institute
- Medicine Institute
- Quality & Patient Safety Institute
- Respiratory Institute
- Wellness Institute

Outcomes Reporting

Since 2004, Cleveland Clinic has published outcomes data, volumes and innovations from our clinical areas. Updated annually, the Outcomes books highlight statistics for particular procedures and conditions, along with other key data. Books are distributed to physicians nationally and are available at clevelandclinic.org/outcomes.

Secure Online Services (clevelandclinic.org)

Cleveland Clinic’s suite of secure online health services is transforming the practice of medicine:

**DrConnect** gives community physician’s real-time information about their patient’s treatment progress while at Cleveland Clinic.

**MyPractice Community** is an affordable EMR system for physicians in private practice.

**MyChart** connects patients to personalized health information.

**MyConsult** offers online medical second opinions for over 1,000 diagnoses. Additional physician-based services include eResearch and eRadiology.

Community Relations

Cleveland Clinic supports the communities we serve by providing programs that improve the health and vitality of our community, offering health education for the public and medical professionals, facilitating research to improve patient care, and providing charity care. Community Relations forged community partnerships and initiates outreach programs that address the health concerns of Northeast Ohioans. These goals are met through government relations, civic education initiatives, community collaborations and corporate social responsibility. Visit clevelandclinic.org/community.

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