



# 2019 Annual Report

To the Community and Report on Philanthropy



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Cover: Leading UH research on COVID-19, Grace McComsey, MD, Vice President of Research and Associate Chief Scientific Officer, UH Clinical Research Center, Rainbow Babies & Children's Foundation John Kennell Chair of Excellence in Pediatrics, and Division Chief of Infectious Diseases, UH Rainbow Babies and Children's Hospital; and Robert Salata, MD, Chairman, Department of Medicine, STERIS Chair of Excellence in Medicine and Master Clinician in Infectious Disease, UH Cleveland Medical Center, and Program Director, UH Roe Green Center for Travel Medicine and Global Health, are Advancing the Science of Health and the Art of Compassion. Photo by Roger Mastroianni

The 2019 UH Annual Report to the Community and Report on Philanthropy includes photographs obtained before Ohio's statewide COVID-19 mask mandate.





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Arthur F. Anton; Thomas F. Zenty III, FACHE; Cliff Megerian, MD, FACS

Dear Friends,

Each year our Annual Report showcases many of the remarkable people who comprise UH – our patients, caregivers, donors, volunteers, business partners and community stakeholders. It's also an opportunity to highlight new initiatives and recent success. As we were in the final stages of publishing our 2019 UH Annual Report, the pandemic began.

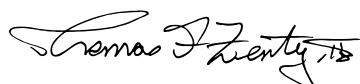
UH's response to COVID-19 reinforced the strength and dedication of our health care heroes and our ability as a system to quickly adapt and respond to the needs of our patients, caregivers and community. As we reflect on 2019, there are many accomplishments to celebrate that have served as UH's legacy for more than 150 years and propelled our mission: To Heal. To Teach. To Discover.

### HIGHLIGHTS OF UH IN 2019 INCLUDED:

- **Attaining record-high inpatient satisfaction scores** across the system, fulfilling our commitment to provide a patient-driven, consumer-friendly experience and delivering on our goal of excellence in the quality of care.
- **Increasing UH caregiver engagement.** All of the services that we provide to patients are delivered by caregivers, in clinical and nonclinical positions, who are called to our mission and committed to excellence in care. Forbes named UH the highest ranking employer in Cleveland and one of America's Best Employers for New Grads.
- **Enhancing our academic mission** by establishing important relationships with the University of Oxford, England and Technion – Israel Institute of Technology, reinforcing our commitment to advance the science of health and develop the next generation of physicians.
- **Furthering discovery and innovation.** UH Ventures drove a surge in innovation disclosures and formed new companies and pilot engagements with startups. We increased medical exploration and the number of active clinical trials, and research studies, which near 3,000. And Harrington Discovery Institute at University Hospitals expanded its support for many of the brightest medical scholars nationally and internationally.
- **Improving the positioning of UH for a value-driven marketplace** by advancing models of care through our Accountable Care Organization; focusing on consistency of outcomes and reducing readmission rates by 11 percent; enhancing operational efficiency through system integration; and augmenting access through expansion of telehealth and digital offerings.
- **Setting a new record for donor generosity and securing more endowed positions** than in any other year. We are grateful for this level of support that helps us deliver on our vision of Advancing the Science of Health and the Art of Compassion.

Our health system's success is driven by a responsibility we hold dear: The community trusts UH to provide the most advanced and compassionate care for their health and well-being. Throughout this report, we illustrate many examples of this inspiring responsibility in action and our extraordinary community that makes it happen.

Sincerely,



**THOMAS F. ZENTY III,  
FACHE**  
CEO (Retired), University Hospitals



**CLIFF A. MEGERIAN,  
MD, FACS**  
CEO, University Hospitals



**ARTHUR F. ANTON**  
Chair, UH Board of Directors



# UH Statistics

## ABOUT UH

**Founded in 1866**, not-for-profit entity

**21** hospitals, including 6 joint ventures

**Largest** primary care network in region

**50+** health centers, freestanding urgent care and convenient care centers, and surgery centers and facilities providing behavioral care, elder care and rehabilitation

**3,115** Registered beds

Northeast Ohio's second-largest employer

**4,000+** volunteers

~ **3,000** active clinical trials and research studies

Home to:

- Region's only freestanding cancer hospital: UH Seidman Cancer Center
- First proton therapy center in Ohio
- Internationally renowned University Hospitals Rainbow Babies & Children's Hospital
- 17 clinical care delivery and research institutes
- Harrington Discovery Institute at University Hospitals in Cleveland, Ohio – part of The Harrington Project for Discovery & Development

National leader in population health management

- One of the largest accountable care organizations in the U.S. (Over 575,600 members)

## DISCHARGES

2019

Acute 99,197

Observations 34,189

Post-acute 864

Newborns 7,721

## KEY FINANCIAL STATISTICS

2019

Total operating revenues (\$ in billions) \$4.3

Operating income<sup>1</sup> (\$ in millions) \$58.7

Operating income margin 1.4%

## RESEARCH (\$ IN MILLIONS)

2019

Joint UH-Case Western Reserve University (CWRU) School of Medicine basic science research \$105

Joint UH-CWRU clinical & translational research \$99

Total sponsored research funding to CWRU School of Medicine attributable to UH (including NIH grants awarded at UH Cleveland Medical Center) \$204

Total sponsored research funding to UH Cleveland Medical Center (including industry-sponsored clinical trials) \$62

Total Research \$266

## EDUCATION

2019

Residents and fellows in training 1,179

Residency training programs 113

## EMPLOYMENT

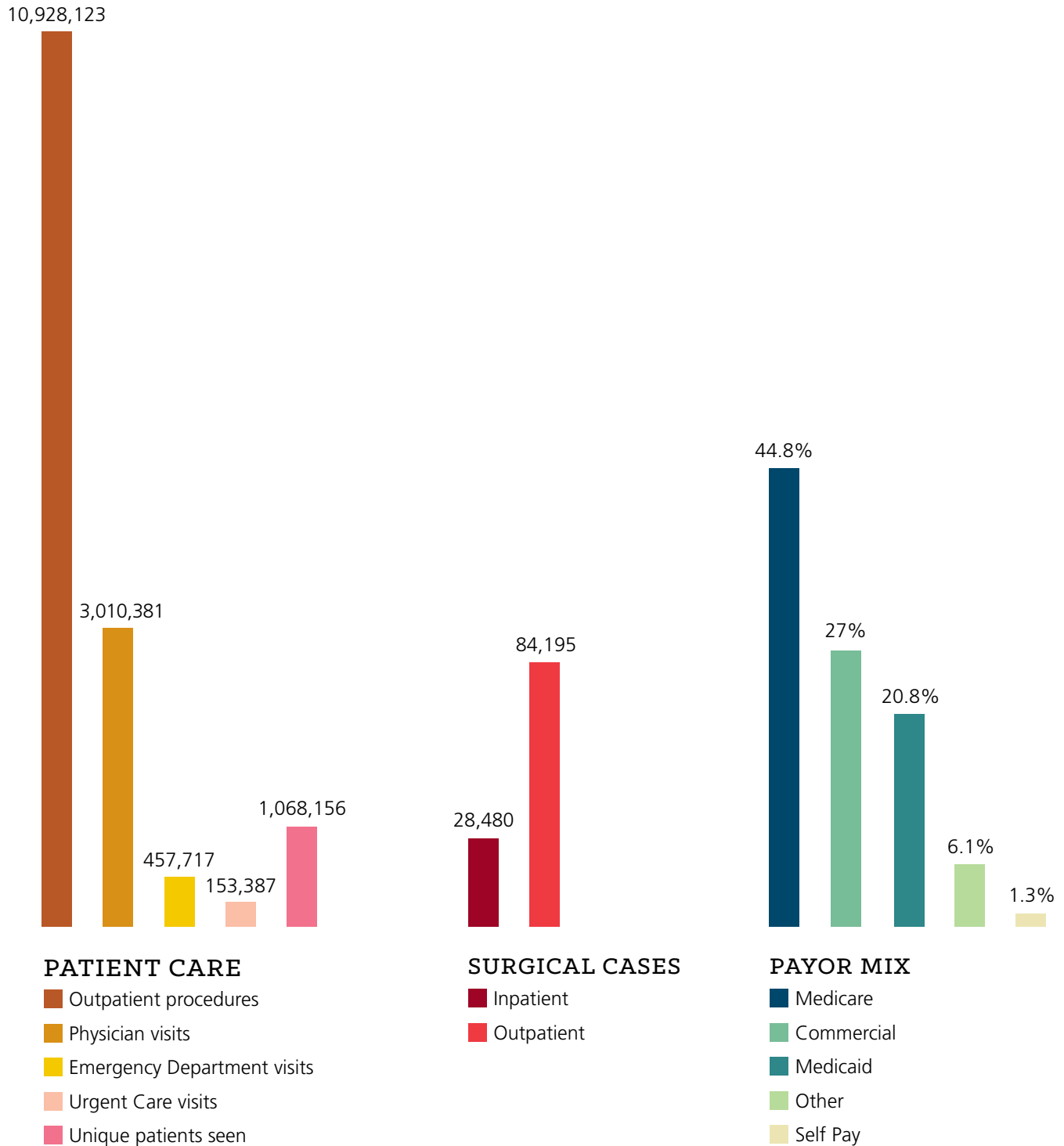
2019

UH Providers (UHMP and UHMG)<sup>2</sup> 4,422

Independent Providers<sup>3</sup> 1,086

Total non-physician employees 25,160

## 2019 UNIVERSITY HOSPITALS PATIENT AND PAYOR MIX



Statistical data excludes Southwest General Health Center and UH Rehabilitation hospitals. <sup>1</sup> Excludes non-recurring charges totaling \$93.1 million related to insurance and litigation recorded in 2019. <sup>2</sup> Includes UH Medical Practices (UHMP) and UH Medical Group (UHMG) providers at UH-owned practices, plus residents, fellows and allied-health providers. <sup>3</sup> Includes MD, DDS, DO, PhD and DMD at the medical centers and freestanding ambulatory surgery centers who are not UH-employed providers.

# UH Recognition

- UH Cleveland Medical Center is among the nation's top hospitals, according to U.S. News & World Report 2019-20 Best Hospitals. In 2019, our flagship academic medical center ranked in the nation's Top 50 in eight adult specialties: Neurology & Neurosurgery; Cardiology & Heart Surgery; Urology; Gastroenterology & GI Surgery; Cancer; Nephrology; Ear, Nose & Throat; and Geriatrics; and high performing in Orthopedics. UH Rainbow Babies & Children's Hospital was named one of America's Best Children's Hospitals, ranking among the best in seven specialties in 2019-20, including No. 7 in Neonatology.
- UH Conneaut, Geneva and Portage medical centers each earned a Silver Level Award for Commitment to Excellence from The Partnership for Excellence (TPE), which evaluates performance for organizations in Ohio, Indiana and West Virginia. TPE identifies excellent performance through innovation, results and visionary leadership using the internationally recognized Baldrige Excellence Framework.
- UH Rainbow Center for Women & Children, located in Cleveland's MidTown neighborhood, received the Leadership in Energy and Environmental Design (LEED) Platinum certification from the U.S. Green Building Council – the first health care facility in Ohio to receive this “green” honor. This is the highest level of LEED recognition for a building's environmental design, construction and operation.
- UH Cleveland Medical Center was named a Top 100 Global Hospital on Newsweek's list of the World's Best Hospitals 2019. UH Cleveland Medical Center and UH Parma Medical Center appear in the Best Hospitals USA section of the list.
- UH is one of 25 hospitals and health systems on the 2019 list of America's Best Large Employers, published by Forbes.
- UH Geneva, Parma and St. John medical centers, plus Southwest General Health Center, earned the highest-possible quality rating – five stars – in February 2019 scores from the Centers for Medicare & Medicaid Services.
- UH is one of just 11 hospitals and health systems nationwide awarded for supply chain excellence. Global Healthcare Exchange recognizes health care leaders who use technology, modern processes and best practices to improve supply chain operations.
- UH Samaritan Medical Center was named one of the Top 20 Rural Community Hospitals in the United States by the National Rural Health Association, which evaluated inpatient market share, outpatient market share, quality, outcomes, patient perspectives, costs, charges and financial stability.





- For the eighth time since 2012, UH earned a place on the Ethisphere Institute's list of the World's Most Ethical Companies®. Only 128 companies worldwide, and just six nonprofit health systems, were named to the 2019 list. Through our Speak-Up Culture, we encourage physicians, nurses and caregivers to offer ways to further increase the quality of care we provide.
- UH is one of the 2019 Top Hospitals for Diversity, according to BlackDoctor.org, a leading source of health and wellness information for African-Americans. Hospitals were selected for delivering quality care at the highest level while promoting equity and inclusion in their operations, programs, services and staffing. Specific recognition criteria for top hospitals include: robust supplier and vendor diversity programs, target marketing to under-represented populations and including women and persons of color on their board of directors.
- UH received the Allscripts Client Innovation Excellence Award for our successful efforts in combatting the opioid epidemic. One of five recipients, UH was recognized for making opioid-prescribing guidelines available to UH clinicians, using analytics to track prescribing patterns, and designing interventions that resulted in a decrease in opioid units prescribed.
- UH, named as one of HealthCare's Most Wired 2019, is among the best in health care information technology. The College of Healthcare Information Management Executives and Modern Healthcare Custom Media recognized 422 hospitals and health systems nationally for using information technology to improve patient safety and outcomes. UH is one of 19 in Ohio to earn this distinction. ♥



# Building the Future of Health Care

University Hospitals is bringing new health care services and hundreds of new jobs to the community through the addition of a nearly 216,000-square-foot, three-story hospital building and a two-story, 78,000-square-foot sports medicine complex to our UH Ahuja Medical Center campus. Consistent with UH's goal of keeping patients healthy with preventive care and reducing in-hospital stays, much of the construction will support outpatient services.

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“Ahuja Phase 2 is an amazing project that addresses patient needs in Northeast Ohio for high-quality health care. Our growth will allow us to enhance our existing services and simultaneously give us a platform to launch new service lines on campus.”

– Alan Papa, FACHE  
Chief Operating Officer, East Market  
President, UH Ahuja Medical Center

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The project will feature a multitude of new services:

- **Women & Newborn:** A family-focused home for expectant mothers and newborns, the Steve and Loree Potash Women & Newborn Center will include maternal-fetal health services, labor and delivery, a neonatal intensive care unit and family gathering spaces. It is estimated that the Potash Women & Newborn Center at UH Ahuja will deliver approximately 2,400 babies annually.
- **Breast Health:** Empowering patients through comprehensive care, the Breast Health Center will deliver the full spectrum of services, from preventive and wellness care to breast cancer treatment.
- **Sports Medicine:** Delivering unmatched care for every athlete, the world-class Drusinsky Family Sports Medicine Complex will feature a sports performance center, outpatient rehabilitation space, a sports walk-in clinic and dedicated high-tech imaging. In its first year, the complex expects to serve more than 1,350 sports performance patients.
- **Men's Health:** Motivating men to prioritize their health through prevention and wellness care, the innovative Cutler Center for Men will deliver a full range of coordinated services, ranging from preventive to specialty care.
- **Emergency and Short-Stay:** Delivering expert care in the moments you need it most, the UH Ahuja Emergency Department will be expanded and add Level II trauma care to accommodate a predicted 20 percent increase in ER visits; a new Short-Stay Unit will provide dedicated observation services.
- **Service Expansion:** Growing surgical, endoscopic, imaging and dialytic services, Phase 2 will promote same-day care, allowing patients to recover from the comfort and safety of home.

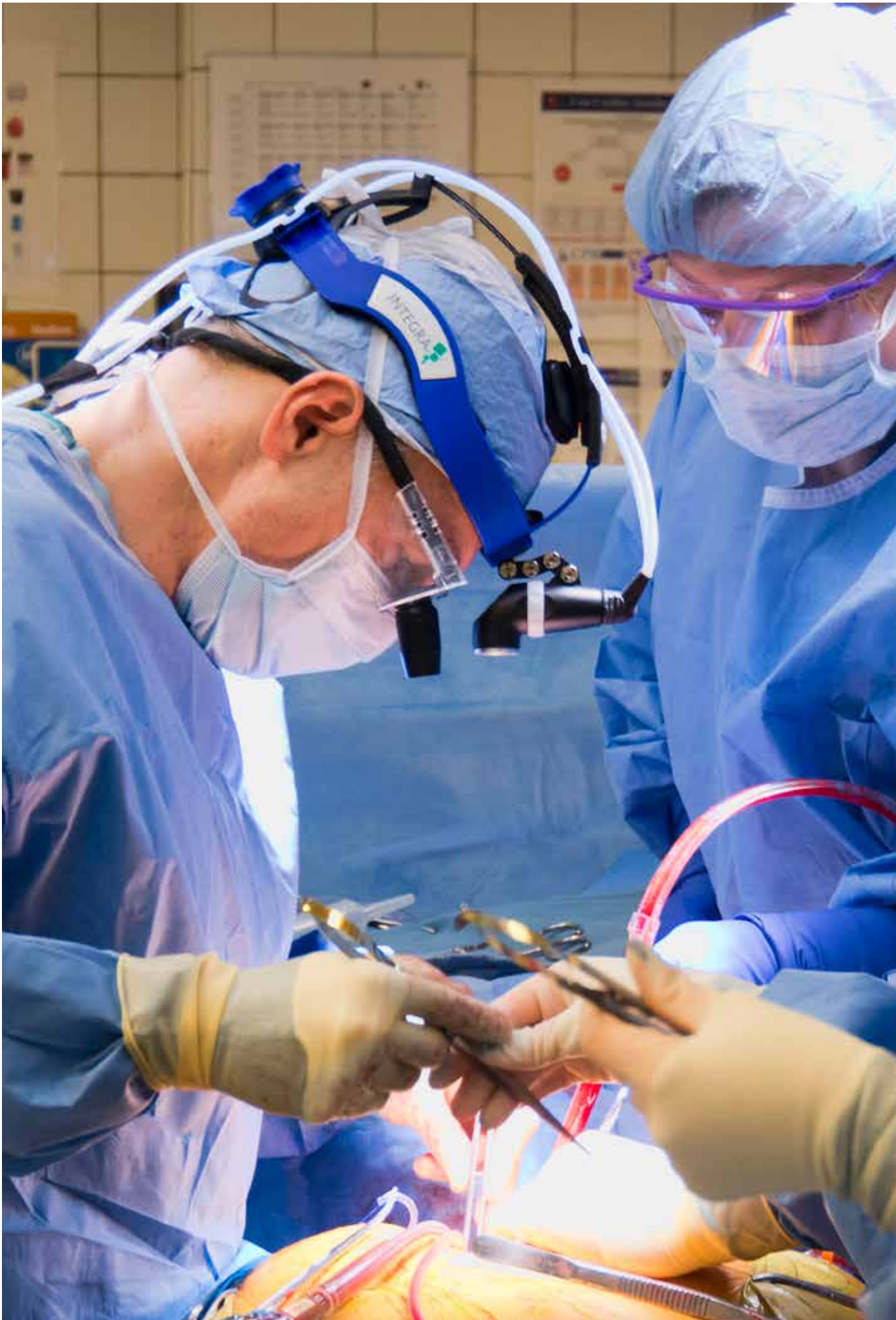
UH Ahuja Medical Center was envisioned as a multi-stage evolution in providing services for the community. Phase 2 will include similar characteristics as the buildings developed in Phase 1, including bright spaces, and community wellness and health education spaces. Eco-friendly materials and processes will minimize energy costs and reduce building impacts on the environment. The inpatient building is scalable, allowing for future growth of services through the addition of multiple floors.

The \$236 million project will be funded through bond financing and the generosity of donors. The project broke ground in the summer of 2020 with a service launch to occur in 2023. ▼









# Defining the Future of Heart and Vascular Care

The new Center for Advanced Heart & Vascular Care at UH Cleveland Medical Center brings together the highest level of diagnostic and surgical capabilities in an innovative care delivery system – one of the first of its kind in the world.

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The center, which opened in Sept. 2019, co-locates a robotically operated cardiac catheterization lab and operating room with cardiac magnetic resonance imaging (MRI) and cardiac computed tomography (CT) scanners.

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This convergence of expertise and state-of-the-art technology advances patient safety and improves outcomes.

Patients of University Hospitals Harrington Heart & Vascular Institute receive the highest level of care from specialists who collaborate to provide individualized treatment and recovery plans. Life-saving therapies are offered by more than 1,700 heart and vascular experts at 26 convenient locations across Northeast Ohio.

World-renowned physicians and physician-scientists not only care for patients, but also devote time to developing the latest devices and procedures. With more than 140 cardiovascular clinical trials in 2019, UH Harrington Heart & Vascular Institute led all other hospitals in Ohio.

UH Harrington Heart & Vascular Institute also leads the way in interventional cardiology. At UH, the region's most experienced team in heart catheterizations performed approximately 20,000 procedures in 2019. Additionally, UH Harrington Heart & Vascular Institute hosted hundreds of physicians from across the country – and the globe – who learned how to perform transcatheter aortic valve replacement (TAVR) from our physicians who are considered the world's foremost experts on the procedure.

UH is changing the way that cardiovascular care is delivered in Cleveland and around the world, defining the future of patient care. ♥

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**140+**  
Cardiovascular clinical trials

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**20,000**  
Heart catheterizations performed

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**World leader**  
in transcatheter aortic  
valve replacement (TAVR)

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# Creating a healing environment for children and young adults with cancer

The Angie Fowler Adolescent & Young Adult Cancer Institute at UH Rainbow Babies & Children's Hospital is a care model conceived for treating children and young adults whose cancer journeys present challenges that are different from those of adults. Angie's Institute was one of the first cancer centers in the country to offer separate, age-appropriate space and amenities for its patients and their families – a design top cancer centers around the world are emulating.

In 2019, UH neared completion of the Andrew Uhrman Inpatient Unit at Angie's Institute. As a lasting tribute from Seth Uhrman to his 10-year-old son Andrew, who passed away from a rare blood disorder, the newly renovated space features: private patient rooms; TVs and sleeping accommodations for parents; specialized isolation rooms for bone marrow transplant patients; a designated exercise area; separate, spacious lounges for teens and children with age-appropriate entertainment options; and a large family room with kitchenette.

The new inpatient unit complements the institute's state-of-the-art outpatient unit and rooftop garden, sky lobby and horticultural therapy suite. Like these other floors, the Andrew Uhrman Inpatient Unit utilizes vibrant colors and textures to create a warm and embracing environment.

"The Andrew Uhrman Inpatient Unit completes Angie's Institute as a home away from home for our patients and their families while they receive treatment," said John Letterio, MD, Director, Angie's Institute and Jane and Lee Seidman Chair in Pediatric Cancer Innovation at UH Rainbow. "It is our privilege to provide the best possible medical care in a personalized and comfortable healing environment." ▼





Sanjay Ahuja, MD, visits his patient Benjamin at UH Rainbow Babies & Children's Hospital.



# UH Community Highlights

## UH IN THE COMMUNITY

As a nonprofit health system, University Hospitals is committed to organized and sustainable community benefit programs for our region's most pressing health care needs. In 2019, UH contributed \$429 million in community benefit, including \$50 million in charity care, and \$3 billion over the last decade for programs that support community health improvement, education and training, research, charity care and Medicaid shortfall.

More than that, UH embraces our role as an anchor institution for the region – one that is able to influence the wellbeing of the community on a broad scale through our economic impact and engagement in addressing many of the region's most pressing challenges.

- UH is a founder and continues to support the Cleveland Model, a collaborative approach to the creation of large-scale employee-owned businesses that bring new jobs to economically challenged neighborhoods.
- UH Rainbow Center for Women & Children marked its first anniversary providing care and educational support that addresses infant mortality and maternal morbidity issues in our urban center.
- As a founding member of the Northeast Ohio Hospital Opioid Consortium, UH is working collaboratively to bring innovative solutions to the opioid crisis that are having impact locally and influencing the nation.

UH is also leveraging our expertise to improve population health throughout Northeastern Ohio.

- Free health screenings and educational talks are provided throughout the region, including those for heart, colon cancer, dementia, hernia, knee and hip replacements, sleep disorders and more.
- UH Harrington Heart & Vascular Institute received the University Circle, Inc., Stephanie Tubbs Jones Neighborhood Leadership Award for training nearly 400 local workers and residents in CPR and AED, creating a Sudden Cardiac Death-Free Zone.
- UH EMS Institute received national honors for our "Stop the Bleed" training focused on preparing more than 100 school districts in Northeast Ohio for traumatic events.





Kristi Sink, Chief Operating Officer, UH Elyria Medical Center

## BRINGING CAPITAL IMPROVEMENTS TO UH

Throughout the UH health system – from Elyria to Richland to Kent, expanded health care services and new construction are underway to meet patients where their needs are.

In 2019, UH Elyria commenced an \$11.2 million transformational renovation, with an expected completion date in 2021. The renovation will expand surgical services, including cardiac, thoracic and vascular surgeries through the UH Harrington Heart & Vascular Institute, and orthopedic, spine and neurosurgeries through the UH Sports Medicine Institute and UH Neurological Institute. Additional service capabilities will be provided through the UH Digestive Health Institute, the UH Urology Institute, and the renovation will also improve facilities for general surgery and podiatry. UH Elyria and Parma medical centers attained provisional Level III Trauma status in 2019 (among five UH hospitals operating at this level for adult patients, with Level I Trauma at UH Cleveland Medical Center).

In 2019, the Parma Hospital Health Care Foundation contributed \$2 million to support the renovation and expansion of surgical services at UH Parma Medical Center.

The \$27.5 million project is the largest construction effort undertaken at UH Parma Medical Center in over 30 years. Additionally, UH Parma introduced the system's first Lung Nodule Clinic and a new linear accelerator for radiation therapy at UH Parma Seidman Cancer Center.

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**“The goal was to provide health care for a community that didn’t have convenient access to it,” said Bryan Finger, Director of Clinical Operations, UH Samaritan Medical Center.**

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Further south, UH Samaritan Medical Center received \$1.7 million in support from Samaritan Hospital Foundation to advance programmatic and capital needs, including an expanded cardiac catheterization

lab. Nearby, UH also opened UH Samaritan Richland Health Center to serve a medically underserved region in Richland County. The \$17 million ambulatory health center provides urgent care, physician suites and imaging services.

Other new UH urgent cares opened in New London and Huron County. UH Samaritan Urgent Care moved to accommodate the addition of telehealth services in its prior location. UH Orthopedic Injury Clinics were also introduced in 2019 at UH Broadview Heights Health Center, UH Ahuja and UH Geauga medical centers, to provide walk-in patients with immediate care of broken bones, sprains and strains. ♥



# Expanding the Impact of Integrative Health



**Sarah Stilgenbauer used acupuncture, chiropractic care and massotherapy to get back on her paddle board and surf again.**

Integrative health affirms the importance of the relationship between the patient and health care provider and focuses on the whole person. It makes use of all appropriate therapeutic and lifestyle approaches, healthcare professionals and disciplines to achieve optimal health and healing. Recently, appreciation for the benefits of integrative health has grown as patients and traditional health care providers embrace non-pharmacologic treatment approaches, especially in light of the nation's opioid epidemic.

University Hospitals Connor Integrative Health Network is leading the way with a model integrating evidence-based therapies with conventional medicine approaches.

Because UH is home to many prestigious clinical trials and research programs, UH Connor has a platform to advance integrative health research and assess novel treatments in pain management. In 2019, music therapists and researchers from UH Connor and Case Western Reserve University assessed music therapy's ability to address complex psychosocial and physical needs of cancer patients. Importantly, participants reported pain and anxiety decreases of 18 percent and 45 percent, respectively. As the largest health system-based music therapy program in the country, UH Connor recently received funding for a new study to investigate the effects of music therapy on the cost of care across UH hospitals.

UH Connor is also collaborating with conventional care providers in an acupuncture pilot study. Specifically, patients who had knee or hip replacement surgery received acupuncture therapy to help reduce their pain, stress and anxiety, resulting in decreases of 28 percent, 56 percent and 51 percent, respectively.

UH Connor has established several important institutional relationships that give rise to clinical, research and educational opportunities for current and future physicians and health care providers. ♥

# Beating Cancer with UH Seidman – The Strength Within

With a disease where time to treatment is critical, patients have an added advantage seeking care at UH Seidman Cancer Center.

Only a limited number of centers in the country can manufacture their own cells and turn them around as quickly as UH Seidman, where patients are receiving their own genetically re-engineered cells in a mere eight days – compared to more than a month at most cancer centers across the country.

“There are a limited number of centers, probably 10, that are capable of doing this,” said Paolo Caimi, MD, Medical Director of the Clinical Trials Unit at UH Seidman.

“While other centers are doing research with commercial products, we’re the only ones who are doing the patients’ own cells in our cellular therapy lab, modifying them to get back into patients.”

The benefit to the patient can be enormous. In cases like CAR-T, where cells are delivered to patients who have exhausted all other methods of treatment, every day is a critical chapter in their story. Originally just for the treatment of lymphoma patients, these immunotherapy advancements have now extended to patients with diffuse large B-cell lymphoma, multiple myeloma and solid tumors.

Another first-of-its-kind clinical trial is validating the groundbreaking

effects of the polio virus on recurrent glioblastoma, a life-threatening cancer of the brain. UH is the only midwest site, and one of only four in the nation, participating in this clinical trial under the direction of UH neurosurgeon Andrew Sloan, MD, Director, UH Brain Tumor & Neuro-Oncology Center and Peter D. Cristal Chair in Neurosurgery. Modified polio virus targets and kills cancer cells, and then creates an anti-tumor immune response for additional tumors.

Behind all of these treatments are a broad team of experts in specific disease types – from oncologists and pathologists to molecular biologists, geneticists and radiologists – thoroughly examining the best ways to attack and defeat cancer. ♥



# UH Nurses: Advancing and Evolving Patient Care

Each day University Hospitals nurses exemplify compassion, communication and professionalism in the care they provide to every patient they serve while representing a powerhouse of caregivers throughout the health system.

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Today, more than 7,000 people system-wide are nursing professionals, comprising one-fourth of the UH caregiver population. And their prominence is evident as roles and responsibilities continue to evolve, especially during the COVID-19 pandemic.

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The creation of the UH Nurse Executive Council in 2019 better aligned nursing resources in a dynamic health care environment. This structure has already advanced collaboration and communication among nurses, and integrated nursing practice across our expanded health system.

UH nurses' vision statement further supports the nursing profession and patient outcomes: "UH nurses empower, advocate and innovate to achieve excellence in human caring." With input from nursing staff at all locations, the council also developed a strategic plan as a roadmap for further collaboration and advancement of nursing operations.

According to the World Health Organization, which designated 2020 as the "Year of the Nurse and

Midwife", nurses today have many roles: They provide personal care and treatment, work with families and communities and play a central part in public health. UH nurses continue to transform their profession by incorporating new technologies in medical/surgical care while delivering compassionate comfort.

In addition to quality patient care nurses give on hospital floors, in the operating room and in the physician's office, nurses have roles in groundbreaking nursing and medical research and in teaching the next generation of caregivers. Nurses also hold leadership positions within UH.

To help offset the reality of a nursing shortage, UH has built relationships with several colleges and universities to increase the number of baccalaureate-degreed nurses who enter the workforce – many of whom train and commit to working at UH after graduation. Many UH nurses pursue advanced nursing degrees to attain manager-level positions and provide more technically-demanding care.

Nurses at UH are leveraging change while advocating for their patients' best interests. With universal support across our health system, the UH nursing team is elevating patient-focused care to new heights. ♥











# Taking care of the Browns. Taking care of you.

When it comes to football in Cleveland, University Hospitals shares its passions with the Cleveland Browns for healthy players and a strong community connection. 2019 marked UH's sixth year as the Official Medical Partner of the Cleveland Browns, solidifying our commitment toward the goal of keeping the team – as well as staff and their families – healthy and strong.

As lead team physician of the Cleveland Browns, James Voos, MD, Jack and Mary Herrick Distinguished Chair in Orthopaedics and Sports Medicine, ensures that the same level of care for professional players extends to all local athletes – from pee-wee to pro.

“Providing care for professional athletes requires our UH team to stay current on the most innovative and advanced treatments for injuries,” said Dr. Voos. “The coordination of care for our professional athletes has translated to all of our patients – whether an adolescent, weekend warrior or professional – to help them be at their best and navigate their injuries easily. UH has recruited top-notch clinical talent to Cleveland to support the Browns and our community.”

UH and the Cleveland Browns recently completed a first-of-its-kind study in the NFL to predict the impact of training load on player injury, using GPS wearable technology. It is this level of commitment to injury prevention

that Cleveland Browns owner Dee Haslam said makes UH an excellent partner.

“We are proud to partner with UH and fortunate to have access to their esteemed team of doctors and the vast resources available in our hometown with an industry leader not only in Cleveland but throughout the nation,” she said. “UH consistently delivers exceptional care for our players and staff to help treat and prevent injuries, as well as works closely with our athletic training staff to ensure players are competing at peak performance levels.” ♥



In 2019, UH partnered with the Cleveland Ballet, applying similar sports medicine philosophies to optimize the health and performance of dancers. UH also expanded its relationship with the Cleveland Monsters, our local hockey franchise, as their Official Medical Partner.





# Perspectives from Retired UH CEO Tom Zenty

## **KNOWING WHAT YOU KNOW NOW, WAS HEALTH CARE THE RIGHT CAREER CHOICE FOR YOU?**

Absolutely. Over the course of my career, I've had the opportunity to work alongside extraordinarily gifted physicians, scientists, nurses and other caregivers, volunteers and board members who have made tremendous progress in leading the way in contemporary patient care, performing clinical procedures in ways never thought possible while remaining committed to improving the health of our communities. I'm so thankful that in my career I've had a front-row seat in watching the extraordinary commitment exhibited by literally hundreds of thousands of caregivers who are passionate about making a difference in the lives of those we serve.

## **WHAT ARE YOUR PROUDEST ACHIEVEMENTS AS CEO OF UH?**

The achievements we've been able to realize are not "mine;" they're "ours." Our UH community is comprised of individuals dedicated to improving the lives of others, as demonstrated by our more than 28,000 brilliant UH caregivers, teachers, researchers, clinicians and volunteers. It's the deep bench of talent we have assembled, representing clinical and nonclinical roles, and our ability to recruit, mentor and train the next generation of caregivers. It's our proficiency in building a management structure comprised of hundreds of department chairs, institute leaders, division chiefs, vice presidents, directors and managers who guide our team of caregivers as they deliver upon our purpose to heal, our passion to teach and our promise to discover. It's also our Boards of Directors who represent our community and guide our strategies to ensure we continue to achieve our mission, vision and values. It's our philanthropic community, who helped us raise more than \$2 billion to support our initiatives. It's the cooperation of government, community and industry stakeholders who advocate for UH's growth and ability to provide the highest quality care. And, it's our patients and their families who entrust us with their care.

Together, we have improved the community's health and well-being, conducted clinical and pharmaceutical research

that has led to breakthrough discoveries, enhanced care delivery and contemporary clinical practices. We have helped improve quality and access, shorten lengths of stay, expand care services, contribute billions of dollars in economic impact to our region, and build a mission-driven organization that has been named one of the World's Most Ethical Companies eight times since 2012.

## **HOW HAS YOUR VISION FOR UH EVOLVED OVER TIME?**

With a legacy of caring for our community since 1866, it is important to preserve UH's historical mission, vision and values while at the same time positioning our system to be successful in a contemporary environment where our industry continues to evolve. Through organic growth, acquisitions, member substitutions, new construction and joint ventures, we've been able to provide care closer to where our patients reside, improve outcomes, and offer the full continuum of services to support our broader community.

Leading-edge technology has been a facilitator in enhancing our care offerings. Accelerating clinical practice techniques and innovative procedures have helped shift more care to outpatient settings and shorten inpatient lengths of stay. Advances in our ability to care for patients at home rather than in an acute care or skilled nursing facility has far surpassed anyone's expectations.

The health care industry is focusing now on coordination, prevention, wellness and appropriate intervention, not simply intervening at times of injury, illness or disease. As a result of this movement toward total lifelong care, UH is redefining the future of health care delivery. UH has invested heavily in advancing research in pharmaceuticals, immunotherapy, genetic testing, personalized medicine and clinical breakthroughs augmented by clinical trials that provide our patients with the most effective and contemporary pathways to improved health.

## **WHAT IMPRESSED YOU THE MOST REGARDING UH'S RESPONSE TO COVID-19?**

The exceptional commitment to serve our community, displayed by every member of our UH team. Drs. Simon, Salata and Beck led this extraordinary effort as we stood up an incident command center, where UH caregivers from across the system assembled, working 24/7 to address emergent issues and needs. UH prioritized care access for our patients, quickly pivoting to provide more than 380,000 virtual visits when in-person care was limited. We set up COVID-19 testing at several UH locations. UH launched more than 180 interventional and observational clinical studies to gain understanding of the pathogenesis of COVID-19 as well as the impact and outcome of various therapeutic treatment options and investigational vaccines. We deployed new methods for health care delivery, such as remote monitoring and teamed up with manufacturers across the state to innovate avenues for procuring, producing and preserving personal protective equipment. And we embraced our community, ensuring families still had access to healthy food options when their traditional means were disrupted. We conducted hundreds of webinars to provide the latest information on the coronavirus in the community and to address concerns; and we launched playbooks to help our community with reopening and managing through COVID-19. We also effectively coordinated our efforts across our entire region with other health systems in a demonstration of solidarity to work together for the betterment of our community. The agile and collaborative nature of the UH team during this time fully illustrated our mission in action: To Heal. To Teach. To Discover, while showcasing our values of excellence, diversity, integrity, compassion and teamwork. ♥

# UH Awards 44 Physicians for Excellence



The Distinguished Physician designation honors those in our health system who are recognized by their peers for excellence in health care and as colleagues. In 2019, UH awarded 44 physicians with the Distinguished Physician title, joining an elite group.

"The caliber of any health care institution is built on the strength of its people," explained Cliff Megerian, MD, FACS, CEO, University Hospitals. "Many of the finest physicians and surgeons in this country call UH their home. And while all of our physicians are experts in their fields and demonstrate compassion in caring for our patients, these physicians stand out and I am honored to work alongside them."

Honored physicians are easily identified. They receive and wear lab coats bearing the Distinguished Physician seal.

"In today's challenging health care environment, these individuals have demonstrated time and time again their ability to rise to the occasion in caring for the most complex patients and setting the highest quality care standards for others to emulate," said Dan Simon, MD, Chief Clinical & Scientific Officer; President, UH Cleveland Medical Center; Ernie and Patti Novak Distinguished Chair in Health Care Leadership. "We greatly appreciate their daily dedication to our vision – Advancing the Science of Health and the Art of Compassion." ♥

## 2019 DISTINGUISHED PHYSICIAN CLASS

### ANESTHESIA

Irving Hirsch, MD  
David Wallace, DO

### DERMATOLOGY

Jeremy Bordeaux, MD

### EMERGENCY MEDICINE

Vicki Noble, MD

### FAMILY MEDICINE

Mike Adornetto, DO  
Goutham Rao, MD  
Cindy Zelis, MD

### GENETICS

Anna Mitchell, MD, PhD

### MEDICINE

Mauricio Arruda, MD  
Ali Askari, MD  
Baha Arafah, MD  
Amitabh Chak, MD  
Marco Costa, MD, PhD  
John Dumot, DO  
Debra Leizman, MD  
Judith Mackall, MD  
Aparna Padiyar, MD  
Robert Salata, MD  
George Topalsky, MD

### NEUROLOGY

Bashar Katirji, MD

### NEUROSURGERY

Warren Selman, MD

### OB/GYN

Karen Ashby, MD  
Steven Waggoner, MD

### OPHTHALMOLOGY

Faruk Öрге, MD

### ORTHOPEDECS

James Voos, MD

### OTOLARYNGOLOGY HEAD & NECK SURGERY

Rod Rezaee, MD

### PATHOLOGY

Howard Meyerson, MD  
Jay Wasman, MD

### PEDIATRICS

Nancy Bass, MD  
Claudia Hoyen, MD  
Lolita McDavid, MD, MPA  
Michele Walsh, MD

### PSYCHIATRY

Joseph Calabrese, MD

### RADIOLOGY

Michael Coffey, MD  
Sheila Berlin, MD  
Jeff Sunshine, MD, PhD

### RADIATION ONCOLOGY

Janice Lyons, MD  
Min Yao, MD, PhD

### UH SEIDMAN CANCER CENTER

Marcos de Lima, MD  
Afshin Dowlati, MD

### SURGERY

Jeff Hardacre, MD  
Jeff Marks, MD  
Joe Sabik, MD

### UROLOGY

Lee Ponsky, MD



# Redefining the Academic Medical Center

Through a multifaceted commitment to healing, teaching and discovery, academic medical centers represent the highest echelon of medicine. These institutions treat the sickest and most vulnerable patients, train the nation's health care providers, and develop and test the medical innovations that advance care.

Yet the traditional academic medical center model is under pressure from a host of challenges that include: changing consumer expectations, new entrants to health care who skim away the most profitable procedures, reimbursement levels that do not keep up with rising costs of care, and reduced funding available for research.

University Hospitals is redefining what it means to be an academic medical center. Beyond our long affiliation with Case Western Reserve University School of Medicine,

UH collaborates with leading academic organizations around the globe to train the next generation of physicians and move medical research forward.

Medical students from Case Western Reserve University School of Medicine locally train under UH mentors, but now so do medical students from Israel's Technion University. In the research realm, UH also looks outward to complement the groundbreaking work of our own UH and CWRU physician-scientists. A key international initiative established in 2019 is the new Oxford-Harrington Rare Disease Centre with the Harrington Discovery Institute at University Hospitals and the prestigious University of Oxford, England.

"There are faculty on both sides of the Atlantic, some at Oxford and some

here, who are working together on common scientific problems," said Mukesh Jain, MD, Chief Academic Officer at UH and Ellery Sedgwick, Jr. Chair and Distinguished Scientist in Cardiovascular Research, UH Harrington Heart & Vascular Institute. "In the end, it's about working with the best minds – no matter where they may be – to create the best outcomes for patients." ♥

**The Harrington Discovery Institute, at the center of UH's innovative approach to academic research, creates collaborations across the U.S. and the U.K. with many of the world's leading researchers. Funded projects span the breadth of discovery from Alzheimer's and osteoporosis to influenza A and chronic pain.**





## Innovators

### UH CLINICAL RESEARCH CENTER RECEIVES \$4M NIH GRANT TO STUDY HIV

Through the science of health, people with HIV are living longer. But we're now finding that HIV is acting as a chronic infection, contributing to continued inflammation and causing other diseases in the body. Addressing inflammation is the focus of groundbreaking research at the UH Clinical Research Center.

Although new HIV therapies are safer and effectively halt the progression of the disease into AIDS, the accumulation of visceral abdominal fat, fat in the liver and around the heart remains a common and significant health challenge for those living with HIV. This fat is linked to increased systemic inflammation and risk of cardiovascular disease.

Under the direction of Grace McComsey, MD, Vice President of Research and Director of the UH Clinical Research Center, Rainbow Babies & Children's Foundation John Kennell Chair of Excellence in Pediatrics, UH through its collaboration with Case Western Reserve University has received a \$4 million grant from the National Institutes of Health to study whether a promising class of drugs never before studied in HIV can help alleviate fat abnormalities as well as systemic inflammation and cardiovascular risk in these patients. She and her team will also test the effectiveness of glucagon-like peptide-1 receptor agonists (GLP-1RAs) in lessening insulin resistance, inflammation and cardiovascular risk. Results of the study should help providers better manage inflammation in all patients affected, not just those with HIV.

"The UH research team – the HIV metabolic center – is a pioneer in investigating inflammation in HIV and linking comorbidities to diabetes, cardiovascular disease, bone disease and obesity," said Dr. McComsey.\*

The UH research team is also examining other health conditions related to long-term HIV status, including neurocognitive dysfunctions such as memory loss in people as young as 30 years old, and the effects of vitamin D deficiency on bone growth and asthma in pediatric patients with HIV.

Dr. McComsey has also received several other grants that have been earmarked to study the inflammatory response pathways of zinc deficiency and HIV, heroin use in HIV patients and the effect of gut dysfunction on comorbidities.

\*Grace McComsey, MD, was named a 2020 Woman of Note by Crain's Cleveland Business.



## IMPROVING LUNG FUNCTION IN PRE-TERM BABIES

African-American pre-term babies (premies) often experience recurrent wheezing throughout infancy that can impact long-term health and is associated with an increased risk of infant mortality. Two hallmark studies by Anna Maria Hibbs, MD, Eliza Henry Barnes Chair in Neonatology, and fellow researchers at UH Rainbow Babies & Children's Hospital and at other hospital sites examine the effects of supplemental vitamin D and oxygen on wheezing conditions.

The Pre-Vent study examines the effects of ventilation and oxygen therapy in premature babies who have unstable breathing patterns and immature breath control leading to an abnormally low level of oxygen in the blood.

An NIH grant is supporting a study by Dr. Hibbs into the effects in patients from birth to 6 months of age. A separate grant is funding the study of longer term outcomes in patients up to 2 years old. ♥

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**In premies, sustained doses of vitamin D reduced the risk of recurrent wheezing by 12 months of age.**

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"In the D-Wheeze study, we have found something that is available over-the-counter that can really make a difference," said Dr. Hibbs.





# UH Responds to COVID-19: Caregivers' Grit and Compassion

Another shift on the COVID-19 floors and ICUs of UH medical centers means each nurse and doctor is donned in personal protective equipment – double gowns, N-95 masks, face shields, gloves and foot covers – to step into the unknown and care for their patients.

Facing the sight of acutely ill coronavirus patients and the sounds of i.v. beepers, ventilators and negative pressure ventilation systems, UH physicians and nurses face a stressful environment every day.

Each call light and bedside encounter could be a matter of life or death for the patient with the novel coronavirus. While some COVID-19 patients require ventilators, ECMO machines and medications to maintain life, others celebrate their hospital discharge with family members, balloons and clap-outs. For inpatients, slow improvements could be gone in a minute when patients' breathing crashed. Some COVID-19 patients slip into comas, and others are placed in unconscious sedation to improve breathing function. And nurses and physicians are the only ones who could meet the complex needs of each patient. And then to provide even more of themselves.

During the height of the COVID-19 pandemic, many health care providers stayed beyond their shifts, forgoing their own needs and those of their families. Since patients could not be seen by relatives or friends, nurses had to provide another role in the lives of patients. They were their support system, comforting and listening to their patients, holding computer tablets up to the patients, allowing them to converse with family - and in some cases say their final goodbyes.

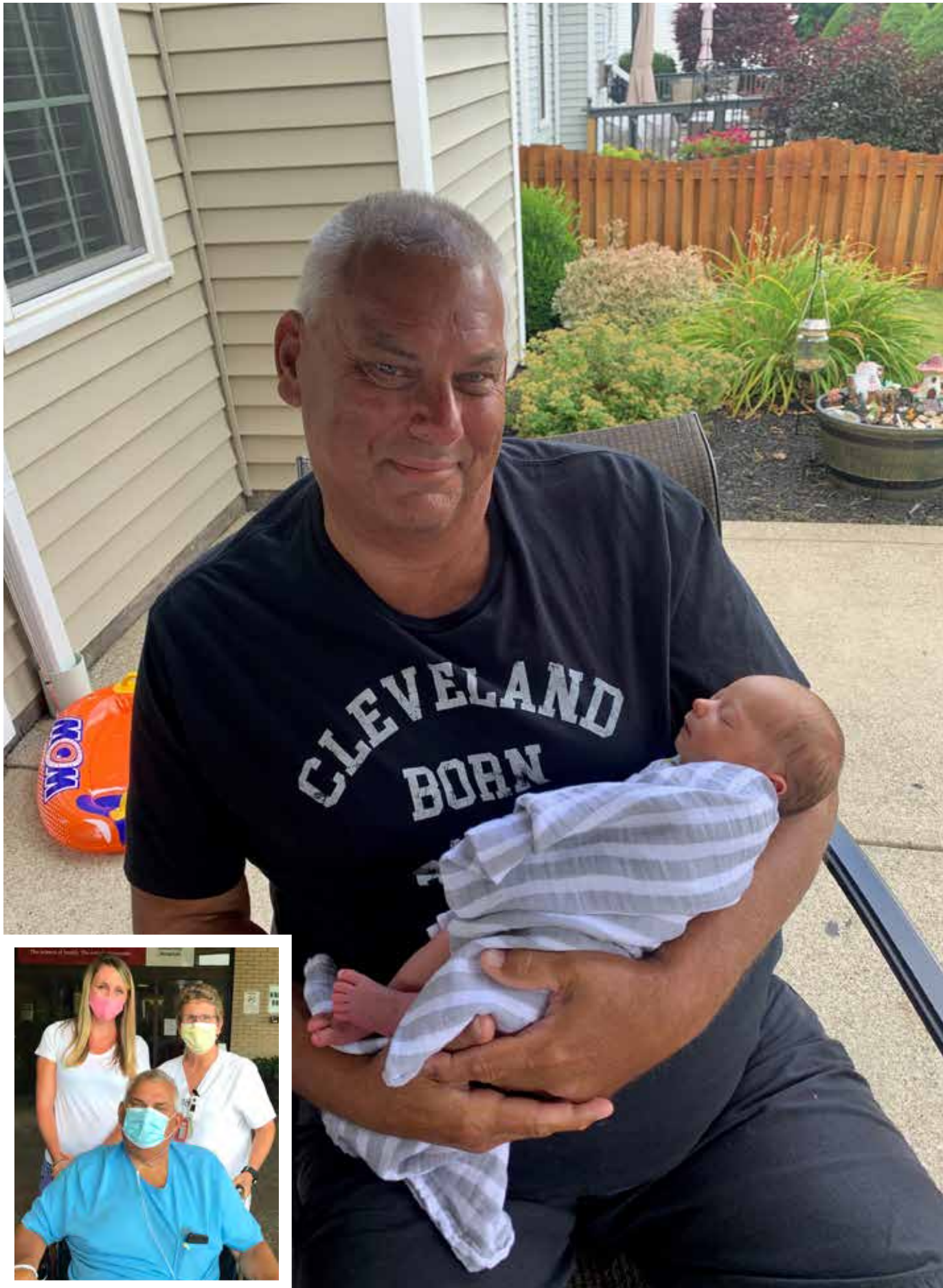
Health care providers returned to their homes, exhausted and isolated from their own families, and then rose again the next day to provide care once again. And despite their precautions, some did contract COVID-19. After the 14-day quarantine and cleared to resume their duties, these same UH providers came back to care for their sick and dying patients once again.

At the peak of the pandemic, when everyone was asked to stay home and avoid contact with others, essential UH health care providers – physicians, nurses, respiratory therapists, environmental service workers and dietary workers – reported for duty.

The demands on these frontline health care providers, and those who worked countless hours securing UH operations in the hospital incident command structure (HICS), seemed endless.

The stamina and dedication of our UH health care providers during this unprecedented time went beyond the scope of duty – and they stepped up to the call and gave even more of themselves. Without a doubt, the compassionate care provided by our teams influenced the survival of our patients.

UH is honored and privileged to have our dedicated health care providers who deserve much respect for their contributions. We thank and appreciate all of our frontline caregivers who served during the pandemic. ♥



Len holds his newest grandchild, Brody, born just days before he became ill with COVID-19 and was admitted to the ICU at UH Parma Medical Center. Len's "guardian angel," Lindsey Wells, RN (left) stopped by on her day off to see Len when he emerged from the UH Parma Medical Center. She said she would not have missed his discharge. Kathy Hudgins, RN (right) took care of Len on his last day in the hospital.



# UH Parma Gives Extra Support to COVID-19 Patient

For the burly, retired steel mill plumber who was rarely sick, Len Flors was stunned to be felled by COVID-19.

In retirement he remained hearty, so Len grew increasingly concerned as fatigue, fever, nausea and a nagging cough persisted in late July. After testing positive for COVID-19, Len's condition worsened at home over 10 days, and he was admitted through the Emergency Department to the Intensive Care Unit at UH Parma Medical Center.

Being admitted to the ICU was sobering for this active father of four and grandfather of nine. No visitors are allowed in the room of a COVID-19 patient. Len told his wife, Wendy, on the telephone, that he refused to FaceTime with his grandchildren because he didn't want them to see him sick and on oxygen.

"I was very scared," said Len, 69. "I had a rough time. I'm a big, strong man and it just knocked me down. This virus is for real. Man, it's a bad disease. You can't breathe."

## 'A SOLITARY EXPERIENCE'

COVID-19 patients are necessarily isolated, due to the contagiousness of the novel coronavirus. No one but caregivers covered in gowns, masks, face shields and gloves are allowed in the room. The thrum of a HEPA filter and beeping monitors are a steady cacophony, and caregivers must yell to be heard through their respirator masks.

"It's such a solitary experience," said James Hill, MD, Chief Medical Officer of UH Parma Medical Center, who also works in the ICU. "The patients are not only dealing with a very deadly disease that can worsen at any point, but they're also separated from their loved ones."

The intensive care of these uniquely ill patients takes a toll on staff too. While a physician may see a COVID-19 patient once or twice daily on rounds, their nurses see them frequently throughout a 12-hour shift, noted Dr. Hill.

"These nurses see a lot of depression and sadness with COVID-19," Dr. Hill said. "I've seen more grown men cry from this disease than I've seen with anything else in my entire life."

## A GUARDIAN ANGEL

Wendy Flors – who herself was at home recovering from COVID-19 – relied heavily on the responsive staff for updates on her husband, who had grown dour and withdrawn. Calls from nurses like Lindsey Wells and Kayla Rinaldi, often after already long shifts, were a lifeline for her. They became like family, when her beloved husband was in their hands.

Lindsey consulted Dr. Hill about the darkness that was consuming Len – a depression caused by the isolation and toll of his illness. Thankfully, due to Dr. Hill's immediate care, Len was soon conversational and acting like himself again. "I don't know if he would have made it without that," said Wendy, "We're always together, and not knowing if he would come home has been very difficult. This virus takes a toll."

## A BOOST TO RECOVER

Len believes that the help he received for his mood changed everything. He began to believe he would get better and go home again. And he's so grateful for UH Parma Medical Center.

"We've been coming here forever," Len said from his hospital room. "It's where you turn when you have any health problem. All my doctors are here. Now I've seen up close how hard they work, and it made me want to get better."



When Len was discharged from UH Parma Medical Center on a Saturday afternoon, he was greeted by cheers and tears from his wife, Wendy, and their four children and nine grandchildren.



## Leveraging University Hospitals' "Systemness" to Effectively Navigate the COVID-19 Pandemic

"Systemness" in its most simplistic way means bringing disparate parts together to function as one unified entity. While UH has successfully progressed along this systemness path for several years, our systemness strength became abundantly clear these past few months as we effectively navigated the uncharted waters of the COVID-19 pandemic. In all facets of our response – from preparation to fundraising – the "parts" of UH rallied together not only internally, but with the greater UH community to unite in our collective drive to manage and conquer the coronavirus.

### PREPARATION

Weeks before the first three people in Ohio tested positive with COVID-19 on March 9, 2020, the UH team stood up a hospital incident command system to ensure timely decisions were made regarding patient care, infrastructure and supply needs, workforce planning, policy changes and communication. UH also worked with the Cuyahoga County Board of Health and boards of health across a geographic 16-county footprint, the City of Cleveland, the Ohio Hospital Association, the Ohio Governor's office as well as other local health care systems to coordinate COVID-19 response efforts. This proactive effort enabled UH to quickly pivot its daily operations to effectively prepare for a 300 percent surge capacity from 1,700 to 5,100 beds across all of our medical centers – a resource that thankfully has not been tapped.

### TESTING

On March 13, UH commenced COVID-19 testing, just days after the first cases were detected in Ohio. Recognizing continued shortages in critical supplies, UH demonstrated the validity of an alternate process using supervised, self-collected nasal swabs in drive-through COVID-19 collection sites. Within one month of the first detected Ohio cases, UH implemented three complex COVID-19 nucleic acid test methods, increased its capacity substantially and decreased time to result for critical patients from 30 hours to 30 minutes. Additionally, UH partnered with the Ohio Department of Health to provide testing support for state-driven initiatives aimed at slowing COVID-19 transmission in vulnerable populations, including nursing homes, assisted living facilities and prisons. To date, UH has performed over 400,000 COVID-19 nucleic acid tests using six different test methods; developed novel SARS-CoV-2 variant identification and sequencing methods; introduced testing booths and new locations to enhance testing access; and performed nearly 15,000 IgG antibody tests to detect COVID-19 immune response.

Most recently, UH announced the launch of the state's first fully mobile and self-contained testing center, which will visit underserved areas across the region. The tests will be processed at UH's core lab with a goal of having test results in less than 24 to 48 hours. UH will work directly with leaders in each community to inform residents about details of upcoming visits.

## TREATMENT

Since the pandemic began, UH has launched more than 180 clinical research studies to gain understanding of how COVID-19 adversely affects patients as well as the impact and outcome of various therapeutic treatment and prevention options, including:

- Remdesivir – in March 2020, UH was among the first in the nation, and the only location in Ohio, to secure two Phase 3 clinical trials to provide this investigational antiviral drug to more than 100 hospitalized adults with viral pneumonia due to COVID-19 at both UH Cleveland Medical Center and six community medical centers.
- Convalescent Plasma – in May 2020, UH became one of only three health systems in Ohio to add this experimental treatment to its arsenal for COVID-19 patients with evidence of heart damage. This study evaluates whether infusion of plasma donated from someone who has recovered from COVID-19 can improve the outcomes of patients with severe COVID-19 infection, typically in the intensive care unit.
- MACOVIA study – in May 2020, UH became the first clinical site for a pivotal Phase 2/3 study evaluating Multistem® cell therapy for COVID-19-induced Acute Respiratory Distress Syndrome, testing the hypothesis that stem cells may dampen excessive inflammation and promote faster recovery of lung function.
- Multisystem Inflammatory Syndrome in Children (MIS-C) – UH Rainbow Babies & Children's Hospital is leading statewide

efforts to diagnose and treat MIS-C. The plan includes a comprehensive algorithm, future monitoring and rapid data sharing to ensure patients are diagnosed and appropriately treated.

- Pfizer and BioNTech's Covid-19 Vaccine Candidate – in August 2020, UH became the first hospital system in Northeast Ohio to announce participation in this Phase 2/3 global study of the investigational vaccine, BNT162b2, against COVID-19, successfully enrolling 180 individuals in this pivotal randomized trial.

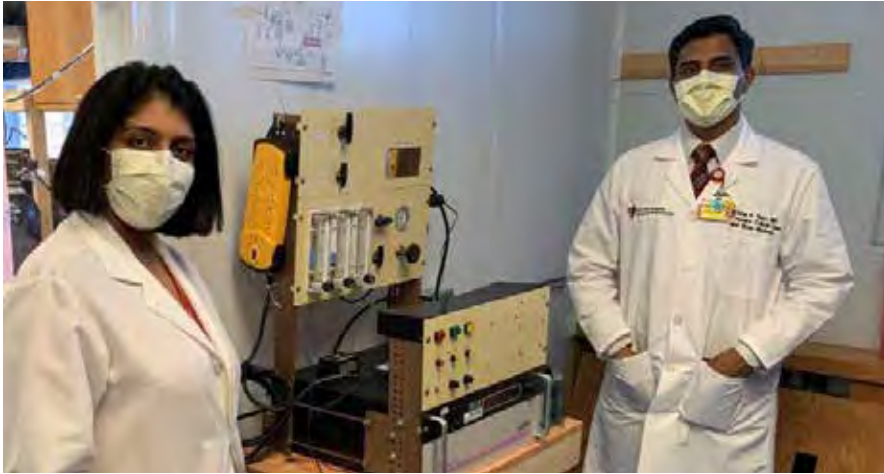
Additionally, Harrington Discovery Institute at University Hospitals formed a collaboration with Morgan Stanley GIFT (Global Impact Funding Trust) Cures, offering philanthropists a unique funding opportunity to greatly impact the development of new medicines and cures for cancer, heart disease and dementia. In fact, during the pandemic, HDI swiftly pivoted to a national call for research proposals and awarded funding and drug development expertise for 12 scientists from leading hospitals and medical schools across the U.S. to develop novel antiviral therapies, next-generation vaccines and vaccine alternatives that fight COVID-19 and avert future pandemics.

## HEALTH CARE DELIVERY

- Our caregivers adapted rapidly to enhance health care access by increasing virtual and telehealth visits from 1,100 in 2019 to more than 380,000 in 2020, ensuring that doctors and patients maintained appropriate communication to manage chronic health conditions during the pandemic.

- UH deployed the UH Remote Respiratory Monitoring System to monitor patients with COVID-19 symptoms who are deemed low risk for clinical deterioration. Patients receive a home-monitoring system that transmits information on oxygen levels, respiratory and heart rate to a command center monitored by physicians and nurses. When a patient's vital signs trigger an alarm, UH clinicians call and ask the patient to return to the hospital, if necessary. UH can also comfort worried patients whose oxygen is at normal levels and reassure them that they can safely stay home. UH also held a webinar (promoted by the World Health Organization) and shared system implementation learnings with more than 2,000 people from 833 health care institutions in 66 countries.
- UH employed a systems engineering approach to ICU management with the rollout of a real-time surveillance system to support high-acuity patient care. Mobile technology facilitates seamless integration of patient monitoring equipment in the ICU environment. UH can now link data-capturing patient monitor and ventilator waveforms, EMR details and updated lab values to enhance care standards across the health system. Additionally, in a COVID-19 care environment, the mobile-enabled platform allows UH to quickly stand up a remote monitoring command center, reducing clinician virus exposure, preserving PPE and optimizing resources.





Amrita R. John, MD, Shine Raju, MD, and other members of UH teamed up with NASA Glenn Research Center to test methods for decontaminating N95 masks.

### COLLABORATION FOR CAREGIVER SAFETY

- UH joined with the Manufacturing Advocacy and Growth Network (MAGNET), Case Western Reserve University (CWRU), and Eaton to design and build a new face shield.
- UH, in collaboration with MAGNET and The Ohio Manufacturing Alliance to Fight COVID-19, developed an innovative testing booth, allowing medical professionals to administer COVID-19 tests using arm-length gloves connected to a protective barrier. This booth preserves valuable PPE items and its portable nature facilitates movement to location-specific hotspots.
- UH teamed up with NASA Glenn Research Center to test two methods for cleaning N95 masks: atomic oxygen and peracetic acid – a chemical disinfectant commonly used in the health care, food and water treatment industries. With this project, the goal was to develop solutions that can work for the multitude of PPE categories as well as the variety of operational needs of a given hospital or health system.

### COMMUNITY OUTREACH

- UH conducted hundreds of webinars for the community (businesses, nonprofit organizations, individuals and government agencies) to educate about COVID-19 and address concerns.
- UH developed a COVID-19 communications website to provide information for patients and the community on how to guard against COVID-19 and what to do if they have symptoms. Leveraging the expertise of the clinicians in the UH Roe Green Center for Travel Medicine and Global Health, as well as other infectious disease and clinical personnel, UH served as a trusted information source to local and national news media, conducting over 1,500 interviews on COVID-19 during 2020.
- To help businesses emerge from the COVID-19 crisis and re-open, UH launched a comprehensive toolkit called the UH Healthy Restart Playbook. And to help schools re-open, UH launched the UH Rainbow Healthy Restart Playbook for Reopening Schools. These playbooks aggregate recommended best practices in alignment with current guidance from federal and state agencies, and UH infectious disease experts provide context and simplification

of the material. To date, there have been more than 10,000 downloads of the two playbooks and over 65,000 page views of the UH Healthy Restart website.

- UH also leveraged its COVID-19 learnings to create a Congregate Living Intercept Team that provided pre-planning of probable outbreaks to management supporting long-term care facilities and helped those facilities coordinate staffing, infection control and testing. This also included the creation of a playbook consisting of guidance from government organizations on CDC- and Ohio Department of Health (ODH)-approved protocols to assist these facilities as they prepared for COVID-19 outbreaks.
- UH provided emergency food boxes for patients' families with a positive COVID-19 test and means for obtaining meals for other families who met criteria for food insecurity. UH also increased access to testing in underserved neighborhoods. Many additional examples of support provided to families in need are detailed in our 2019 Community Benefit Report.

### ADVOCATING FOR COVID-19 SOLUTIONS AT THE LOCAL, STATE AND FEDERAL LEVELS

- Local:** UH collaborated with the City of Cleveland and the Cleveland Department of Public Health to help educate the public on COVID-19 and its impact on people with chronic health conditions. Together we developed material that was distributed by the Cleveland Office of Minority Health outreach teams at events and high-traffic locations in under-resourced communities. Additionally, UH joined with another local health system to produce multilingual COVID-19 resource guides for help regarding food insecurity, mental health and coronavirus questions as well as fact sheets addressing COVID-19 protection measures that were provided to local city governments, churches, social service agencies, community nonprofits and other organizations to distribute to their stakeholders in under-resourced communities.
- State:** UH helped Mike DeWine, Governor of Ohio, and ODH define the surgeries and procedures that must continue in order to ensure Ohioans were properly cared for during the pandemic, which also included providing recommendations for those items that could be considered non-essential and therefore delayed. UH also provided guidance on the state’s proposed public health infrastructure, resulting in the creation of three defined geographic zones for the entire state’s pandemic response and UH’s designation as one of nine approved sites by the Ohio Department of Health for COVID-19 testing.

- Federal:** UH engaged in regular touch-base calls with congressional senators and representatives and the U.S. Department of Health & Human Services to provide insight on COVID-19 financial and operational impacts and where CARES Act funding could best assist. UH also hosted an on-site meeting with the Administrator of the Centers for Medicare & Medicaid Services (CMS) to discuss the impact of COVID-19 on children and vulnerable populations and advocate for continued regulatory flexibility and telehealth waivers provided by CMS. Additionally, UH held numerous calls with federal officials to urge for the Emergency Use Authorization of home infusion of Remdesivir as well as the use of a novel drug, ENO, to treat patients with COVID-19 lung injury. UH has also urged federal reimbursement for the use of expanded telehealth options and home-monitoring systems that can remotely monitor a patient’s blood oxygen level and heart and breathing rates.

### COVID-19 FUNDRAISING

- UH was created by and for the community and, for 154 years, has been sustained by the community’s generous spirit. During the pandemic, UH friends and supporters contributed more than \$10 million to benefit the health system’s COVID-19 response, ensuring quality patient care and advancing ground-breaking research.
- UH caregivers provided world-class care throughout the pandemic. To help them feel safe and supported, the community provided over 40,000 morale-boosting meals, more than 133,000 handmade fabric facemasks, and critically needed medical supplies, such as surgical and N95 masks, gloves, gowns and face shields. ♥



### SOCIAL JUSTICE & EQUITY TEAM CONFRONTS RACIAL INEQUITY AND INJUSTICE

A Social Justice & Equity team, comprising hospital leaders, providers, researchers and caregivers from diverse backgrounds and disciplines, is identifying novel and practical ways to understand, explain and solve challenges of racial inequity and injustice that exist within our communities. The team fosters research-based policy, data-driven education and advocacy campaigns, in addition to innovative change initiatives.

Guided by its core values, UH is building an environment that ensures equity and justice for the diverse communities we serve. More than 115 caregivers have volunteered to serve on subcommittees to explore and develop strategies for eliminating unconscious racial practices and promoting inclusivity. ♥



# Report on Philanthropy



Sheldon G. Adelman



Dee Haslam

Dear Friends,

The kindness and generosity of our community is one of the many reasons why we call Northeast Ohio home. Throughout the region, we see and feel those sentiments at work, giving rise to great acts of love and charity. This compassion is what makes Northeast Ohio truly special.

The same spirit of giving that defines our Northeast Ohio community has a major impact on our health system and, in 2019, delivered UH's single largest fundraising year to date. Totalling \$171.3 million, nearly 10,000 gifts benefited all parts of the UH mission last year.

## 2019 HIGHLIGHTS INCLUDE:

- \$34.5 million from the Rainbow Babies & Children's Foundation – the largest gift in the foundation's history – is fueling the future of pediatric medicine at UH Rainbow Babies & Children's Hospital.
- Transformational gifts from Sally and Sandy Cutler, Roe Green, and Michael and Grace Drusinsky are infusing UH programs with additional resources, elevating men's health, global health and sports medicine, respectively, to new heights.
- A record-breaking 11 new endowed chairs, directors and master clinicians were created, aiding in the recruitment and retention of unparalleled physician talent and driving research and innovation.
- For the fourth consecutive year, 100 percent of UH's 12 leadership councils contributed to the annual Volunteer Leadership Campaign, giving more than \$1.3 million.

Time and again, you – our friends, donors and supporters – demonstrate your trust in UH and commitment to our vision – Advancing the Science of Health and the Art of Compassion.

Because of you, this past year will be remembered as one of profound generosity and inspiring impact.

Sincerely,

A handwritten signature in black ink that reads "Sheldon Adelman".

**SHELDON G. ADELMAN**  
Co-Chair, Executive Campaign Cabinet

A handwritten signature in black ink that reads "Dee Haslam".

**DEE HASLAM**  
Co-chair, Executive Campaign Cabinet





From left: Terri Kennedy and Patricia M. DePompei, RN, MSN

## A Gift For The Children

From large galas and Circle of Friends community fundraising events to lemonade stands and Children's Miracle Network campaigns, the Rainbow Foundation has raised, stewarded and safeguarded individual, corporate and foundation gifts from across the region for over 132 years in support of our community's children. In the fall of 2019, the foundation announced a \$34.5 million commitment to UH Rainbow, the largest gift in the history of both the hospital and the foundation.

"It is our privilege to champion the care provided by UH Rainbow Babies & Children's," said Terri Kennedy, immediate past president, Rainbow Babies & Children's Foundation. "We are honored to utilize these vital resources to improve the health of our community."

In addition to supporting UH Rainbow's clinical services, the Rainbow Foundation's gift will encourage recruitment of top specialists, support advocacy and education on topics from lead paint

remediation to mental and behavioral health services, and advance research for new therapies to treat patients from newborn to young adulthood.

"This extraordinary gift comes at a pivotal moment for UH Rainbow and our vision for the hospital," said Patti DePompei, RN, MSN, President, UH Rainbow Babies & Children's and UH MacDonald Women's hospitals. "The Rainbow Foundation continues to provide resources and support needed to further strengthen our position as Northeast Ohio's leading children's hospital."

### **RAINBOW BABIES & CHILDREN'S FOUNDATION CHAIR IN LEADERSHIP AND INNOVATION**

A portion of the Rainbow Foundation's gift also established the Rainbow Babies & Children's Foundation Chair in Leadership and Innovation, with Patti DePompei as the inaugural recipient. "The Rainbow Foundation wanted to mark a milestone in Patti's 30-year career

with a meaningful gift to UH Rainbow Babies & Children's. Her vision as a leader and community champion ties back to the hospital's roots of caring for all children and their families. We can't wait to see what's next," said Terri.

### **MARSHA L. ANTONUCCI DISTINGUISHED CHAIR OF PEDIATRICS**

Additional funds from the Rainbow Foundation have been allocated for challenge grants to inspire the creation of endowed chairs, directorships and master clinicians. The Marsha L. Antonucci Distinguished Chair of Pediatrics is the first chair to be established using these matching funds. Awarded to Marlene R. Miller, MD, MSc, Pediatrician-in-Chief and Chair of the Department of Pediatrics, UH Rainbow Babies & Children's Hospital, the Antonucci Chair was established in 2019 by the Antonucci Family in honor of their beloved wife and mother, Marsha. ♥

# Honoring the Philanthropic Spirit



From left: Francoise Adan, MD; Christopher and Sara Connor

The Society of 1866 Celebration in October 2019 once again recognized the outstanding generosity and commitment of UH's friends and benefactors. Sara and Christopher Connor and the Minoff Family were honored with Samuel L. Mather Visionary Awards and Paula Silverman, MD, received the 2019 Distinguished Physician Award.

Sara and Chris Connor's generosity and vision led to the creation and now the expansion of UH Connor Integrative Health Network. Their support is among the largest for integrative health and is positioning UH to be the nationally recognized model for clinical integration of evidence-based non-pharmacologic therapies. Chris is a member of the UH Board of Directors and Trustees and is the former UHHS board chair.



From left: Michael and Amy Southard, Roy Minoff and Barry Minoff with Harold "Sam" Minoff (seated)

Sam Minoff, his late wife, Clare, and their children, Amy and Michael Southard, Barry Minoff and Roy Minoff, have been leaders in Cleveland for decades. Inspired to give back to the Cleveland community that has given them so much, the Minoff family is now among University Hospitals' most generous donors. In recognition of their transformational gift, UH named the health center at Chagrin Highlands in Orange Village the UH Minoff Health Center. The Minoffs' support creates a meaningful legacy for their family now and for generations to come.

Since retired, Paula N. Silverman, MD, was one of UH Seidman Cancer Center's top breast cancer physicians, devoting time to exploring new treatment options and establishing clinical trials for breast cancer patients. A prolific lecturer and researcher, Dr. Silverman was a primary investigator in 35 clinical trials and authored 39 scholarly articles. In addition to leading the UH Seidman breast cancer program for many years, she was the Medical Director for Infusion Services at UH Seidman Cancer Center and the Chair of the Seidman Ambulatory Quality Committee. ♥



Paula N. Silverman, MD

We gratefully acknowledge our distinguished members of the Samuel Mather Society for cumulative (lifetime) giving of \$1 million or more. Samuel Mather (1851-1931), a renowned Cleveland industrialist, philanthropist and former University Hospitals Board Chairman and patient, was one of the most generous benefactors in UH history.

\* Deceased  
 ♦ Children's Miracle Network

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# 2019 Samuel Mather Society Inductees

Mather Society members are visionary donors whose names are synonymous with philanthropy in Northeast Ohio. They inspire giving in others and are part of the fabric that makes UH one of the top health systems in the nation. ♥



From left, standing: Helen Thomas and Mary Barzofsky (The Auxiliary of UH Geauga Medical Center); Peggy and John Garson; Ann Newman (Ronald McDonald House Charities® of Northeastern Ohio, Inc.); Beth Curtiss and Jane Meyer (Naples Circle of Friends).  
From left, seated: Ann Morgan (The Auxiliary of UH Geauga Medical Center); Bob and Ann Gillespie; Nancy and Donald Maltby; Terri Kline (Naples Circle of Friends).

Not pictured: Jimmy and Dee Haslam; Raymond and Lois Vehovec; Joseph and Kimberly Ann Wesley; The Paul Allen Foundation; The American Heart Association; Kali's Cure for Paralysis Foundation Inc.

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We gratefully acknowledge the exceptional generosity of our Benefactor Society members, whose cumulative (lifetime) giving totals \$25,000 – \$999,999. The society recognizes individuals, family foundations, special events, associations, corporations and foundations.

\* Deceased  
♦ Children's Miracle Network

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# Revolutionizing Men's Health



Sandy and Sally Cutler

In 2016, Sally and Sandy Cutler were surprised to learn that Sandy was suffering from bladder cancer despite his excellent overall health. "My physician team was outstanding over the course of treatment. They were accessible to me and Sally, at times answering our calls in the evenings or on vacation, to ensure my needs as a patient were being met," said Sandy, former chairman and chief executive officer of Eaton Corporation.

UH's patient-centered model of care inspired the couple to make a generous \$15 million gift to help UH revolutionize the way men seek and address their health care needs. In honor of the gift, UH will establish the new Cutler Center for Men's Comprehensive Care which will be based at UH Ahuja Medical Center. The gift also includes an endowed chair in men's health to support the research and innovation efforts of a renowned physician-scientist in the field. ♥

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# Improving Global Health



Roe Green

Philanthropist and world traveler Roe Green has committed \$14 million to benefit global health via the UH Roe Green Center for Travel Medicine & Global Health.

“Roe Green has become a great friend and an ardent supporter of UH’s global health efforts,” said Robert A. Salata, MD, STERIS Chair of Excellence in Medicine and Master Clinician in Infectious Disease, UH Cleveland Medical Center. “With this gift, we will mutually benefit from experts here at UH and from around the world to build on our longstanding commitment to improve human health.”

An international source of expertise and information on global health matters, such as emerging infectious diseases, outbreak response and vaccinations, the UH Roe Green Center for Travel Medicine & Global Health is defined by its focus on the bilateral exchange of information and skill. The center supports clinicians in their efforts to gain, share and apply knowledge with the hopes of increasing medical knowledge, combating health disparities and promoting disease prevention. ♥

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# A New Game Plan for Sports Medicine

In 2017, grateful patient Michael Drusinsky and his wife, Grace, established an endowed chair in orthopedic surgery and sports medicine and, in 2019, after learning of UH's revolutionary plans for the future of the UH Sports Medicine Institute, were inspired to give again. Their transformational gift will give rise to the world-class Drusinsky Family Sports Medicine Complex.

Part of the UH Ahuja Medical Center Phase 2 project, the complex will be the most comprehensive, patient-centered facility of its kind in the United States. "The goal is to care for healthy athletes and provide the education and services necessary to keep them at the top of their game," said James E. Voos, MD, Chair, UH Department of Orthopaedic Surgery; Jack & Mary Herrick Distinguished Chair, Orthopaedics and Sports Medicine; and Head Team Physician for the Cleveland Browns. "But when injuries happen, the Drusinsky Family Sports Medicine Complex will be a one-stop shop to help patients through their journey, with all the space, tools and inspiration they need to get back to an active lifestyle." ♥



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### GOLD \$250,000 – \$499,999

Comics for Kids  
Dominic's Dream  
Fore for the Kids Golf Outing  
The Ron Kornblut Memorial Golf Outing  
The Race

Rockin' Summer Soiree  
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Awakening Angels  
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Cleveland Marathon  
Cleveland's Most Photogenic Baby Contest  
Cocktails for a Cure  
Cool Nights, Hot Jazz  
Elyria Medical Center Golf Classic  
Emily's Hopeful Holiday  
Emily's Rainbow Run  
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Parkinson's Wellness Bootcamp  
Rainbow Charity Golf Classic  
Rainbow Radiothon  
Hosted on La Mega 87.7 FM  
RE/MAX Results Corks & Forks  
Chuck Ricci Memorial Golf Outing  
Rock the Rainbow

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Secret Service "Jukebox" Charity Golf Classic  
Shake, Rattle & Roll...For the Babies!  
Sips and Dips  
Spring Into Style  
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Thompson Drag Raceway – Race for Rainbow  
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## JOAN H. AND RICHARD B. AINSWORTH, JR. ENDOWED CHAIR IN HEMATOLOGIC RESEARCH

In recognition of the outstanding care he received from Lalitha V. Nayak, MD, Dick Ainsworth and his wife, Joan, established the Joan H. and Richard B. Ainsworth, Jr. Endowed Chair in Hematologic Research. Dr. Nayak, a physician in the Department of Hematology and Oncology at UH Seidman Cancer Center, is currently researching better ways to treat blood clots.

“Cardiovascular diseases are the number one cause of death worldwide,” said Dr. Nayak. “I am incredibly thankful Mr. Ainsworth chose to make such a significant investment into an area that does not get a lot of recognition or research dollars, but still affects so many people.” ♥



Joan and Richard Ainsworth with Lalitha V. Nayak, MD (right)



Rick and Lori Buoncore (center) with their sons and grandson,  
from left: Chris, Jackson and Ricky

## BUONCORE FAMILY ENDOWED DIRECTOR OF CHIROPRACTIC MEDICINE

Rick Buoncore already knew about the advantages of integrative health when an injury led him to chiropractic physician David A. Vincent, DC, at UH Connor Integrative Health Network. In recognition of the outstanding care he received, Rick and his wife, Lori, made a gift, with matching support from Sara and Chris Connor, to establish the Buoncore Family Endowed Director of Chiropractic Medicine. Dr. Vincent is the inaugural director.

“This gift will enable UH to remain a national leader in the area of integrative health for years to come,” said Dr. Vincent, who plans to create an innovative chiropractic residency program at UH. ♥

## JOHN AND PEGGY GARSON FAMILY ENDOWED CHAIR IN PANCREATIC CANCER RESEARCH

John and Peggy Garson became familiar with the work of surgical oncologist and nationally renowned pancreatic cancer expert Jordan M. Winter, MD, Division Chief, Surgical Oncology, and Director, Surgical Services, UH Seidman Cancer Center, when he treated their son, Scott, for ampullary cancer.

In 2019, the couple decided to make an investment in pancreatic cancer research and established the John and Peggy Garson Family Endowed Chair in Pancreatic Cancer Research. The chair supported by the Dr. Donald J. and Ruth W. Goodman Philanthropic Fund at the Cleveland Foundation, is held by Dr. Winter. ♥



Jordan M. Winter, MD (center) with Peggy and John Garson

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## HEISLER FAMILY – A. ROGER TSAI, MD, MASTER CLINICIAN IN CARDIOLOGY

The Heisler Family – A. Roger Tsai, MD, Master Clinician in Cardiology at UH Portage Medical Center was created in 2019 to honor the remarkable career and contributions of A. Roger Tsai, MD. The endowment was made possible through the generosity of multiple donors, including lead support from the Heisler family, the Portage Medical Center Foundation and Dr. Tsai. Anjan Gupta, MD, Medical Director of Interventional Cardiology, UH Harrington Heart & Vascular Institute at UH Portage Medical Center is the inaugural appointee.

“Roger Tsai has been a longtime family friend and a trusted physician in our hometown,” said Lynn Heisler. “For our family to help establish this position in his honor was particularly meaningful to us.” ♥



Anjan Gupta, MD, (left) and A. Roger Tsai, MD



Ed and Carla Kuhn with Keming Gao, MD, PhD (left)

## KUHN FAMILY CHAIR IN CLINICAL PSYCHIATRY

In January 2019, Ed and Carla Kuhn and the Kuhn Family Foundation established the Kuhn Family Chair in Clinical Psychiatry at UH. This position will advance research into mood disorders and help to better serve the complex needs of patients with psychiatric conditions. Inaugural appointee Keming Gao, MD, PhD, Clinical Director, Mood Disorders, UH Department of Psychiatry, will work to identify ways to diagnose patients with mood disorders earlier and help them access the many resources available to them in the community.

“This chair allows me to spend as much time as necessary to answer patient questions, address their concerns and explore options for personalized treatment,” said Dr. Gao. ♥

## ETHEL MORIKIS ENDOWED CHAIR IN NURSING LEADERSHIP

For over 20 years, the late Ethel Morikis devoted herself to the practice of nursing and to the education of the next generation of nursing professionals. In honor of her extraordinary service, her son, John, and his wife, Tammy, established the Ethel Morikis Endowed Chair in Nursing Leadership, which will be held by the top nursing executive at UH.

“Nurses are the cornerstone of an exceptional patient experience,” said John. “We hope this chair will support and strengthen the important role they play in ensuring the health and well-being of thousands of patients and families who turn to UH for care each year.” ♥



John and Ethel Morikis

## DR. VASU AND LISA PANDRANGI FAMILY ENDOWED CHAIR IN PLASTIC SURGERY

Vasu S. Pandrangi, MD, Chief of Plastic Surgery at UH St. John Medical Center and his wife, Lisa, are committed to advancing research and education in the field of plastic and reconstructive surgery. To provide UH perpetual support, they established the Dr. Vasu and Lisa Pandrangi Family Endowed Chair in Plastic Surgery. Funding from the position, awarded to Anand R. Kumar, MD, Chief of Pediatric Plastic Surgery, UH Rainbow Babies & Children's Hospital, will help support a visiting scholars program, welcoming physicians from around the world to UH.

"The UH Department of Plastic and Reconstructive Surgery is a leader in its field," said Dr. Pandrangi. "We hope this gift will further elevate UH on the national and global stage." ♥



Lisa and Vasu S. Pandrangi, MD



Warren R. Selman, MD

## WARREN R. SELMAN, MD, CHAIR IN NEUROSURGERY

As a young neurosurgeon, Warren Selman, MD, cared for Peter Cristal, who passed away from a brain tumor at just 32 years old. In the years since, Dr. Selman, Chairman of the Department of Neurological Surgery, remained close with the Cristal family. In recognition of their strong bond, the family established the Warren R. Selman, MD, Chair in Neurosurgery. Nicholas C. Bambakidis, MD, Medical Director, UH Neurological Institute, is the inaugural chair holder.

"I am honored and humbled that the Cristal family has chosen to recognize my efforts with such an incredible gift," said Dr. Selman. "This chair will help create a future where brain tumors and other disorders affecting the nervous system can be prevented, treated and cured." ♥

## LINDA VINNEY ENDOWED DIRECTOR OF GENETIC COUNSELING

Linda and Les Vinney know the importance of genetic research. Linda, a retired genetics counselor, and Les, the former President and Chief Executive Officer of STERIS Corporation, are leading donors in the field. In 2019, they saw an additional area of need and established one of the first endowed positions in genetic counseling. The Linda Vinney Endowed Director of Genetic Counseling at UH Seidman Cancer Center will advance the ability to identify high-risk patients and families, enable innovative clinical research and ultimately improve cancer diagnosis and treatment.

Genetic counselors Sarah Grimes Hodges, MSc and Michelle Merrill, MSc are the inaugural position holders. "This endowment will allow us to expand services and help us educate the next generation of genetics professionals," said Sarah. ♥



Michelle Merrill, MSc and (left) Sarah Grimes Hodges, MSc

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Jonathan S. Stamler, MD, (left)  
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# Cleveland Foundation Helps Advance Rare Disease Research

More than 350 million people worldwide are living with a rare disease with limited or no available treatment options. The Cleveland Foundation awarded a \$1 million grant to the Harrington Discovery Institute in late 2018 to address this unmet need. The grant helped create The Oxford-Harrington Rare Disease Centre, a global partnership with the University of Oxford to advance scientific discoveries into novel medicines for patients suffering from rare diseases.

“This is a phenomenal opportunity for Cleveland to further distinguish itself as a leader in biomedical innovation,” said Cleveland Foundation President and CEO Ronn Richard. “We are excited by the capabilities of Harrington Discovery Institute, which will support medical breakthroughs across the U.S. and U.K. through its affiliation with one of the world’s premier medical institutions.”

The Harrington Discovery Institute invited proposals from U.K. investigators for the inaugural Harrington UK Rare Disease Scholar Award in 2020. In addition to grant funding, awardees and their institutions will receive dedicated drug discovery and development support from Harrington Discovery Institute’s Therapeutics Development team to advance promising research in the treatments of rare diseases. ♥

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# Gratitude From Within



Sam Lucarelli MSN, RN

Since its founding, UH has been defined by the compassion of its physicians and employees, who position the patient at the center of everything they do.

For the last 28 years, Sam Lucarelli MSN, RN, has been doing just that. “Every day, my colleagues and I work to create the best experience for patients and families who trust us with their care,” she said. “When called upon, we do whatever is needed, down to the smallest details. Daily, I see UH caregivers exceed expectations and ensure a superior patient experience.”

Sam began her UH career as a bedside nurse, caring for cancer patients, expectant mothers and those in intensive care. With UH’s support, she worked full-time while advancing her career, ultimately earning a Master of Science in Nursing from Kent State in 2015.

Grateful for UH’s encouragement of her professional goals, Sam proudly participates in the annual Physician & Employee Campaign by making a monthly philanthropic gift through payroll deduction. “UH believes in its employees,” she said. “And I give to UH because I believe in UH.” ♥

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# Meijer Holiday Celebrations at UH Rainbow

When Grand Rapids, Michigan-based supercenter retailer Meijer entered the Northeast Ohio market in May 2019, the company brought with them a longstanding commitment to community. In advance of opening three new stores in the region, they started to look for ways to give back. One of the first phone calls they made was to UH Rainbow Babies & Children's Hospital.

"It was a natural decision for us to reach out and see how we could support UH Rainbow and the amazing work they do," explained Cathy Cooper, Sr. Director, Community Partnership & Giving. "We are a family business and recognize the importance of supporting children in our community."

Meijer has since sponsored two holiday parties at UH Rainbow filled



Meijer distributes gifts at UH Rainbow Babies & Children's Hospital in 2019

with crafts, refreshments and toys. The company has also donated over \$15,000 in support of the hospital.

"Our team members look forward to these parties and the opportunity to

interact with Rainbow families," said Cathy. "Outreach efforts like these help us connect with our simple guiding philosophy of enriching lives in the communities we serve." ♥

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# UH Geauga Celebrates Diamond Jubilee



Clockwise from left: James Patterson, Thomas F. Zenty III; Lisa Forino and Dee Dee Miller

In September 2019, nearly 300 of UH Geauga Medical Center's friends and benefactors celebrated 60 years of service to the community during the hospital's Diamond Jubilee event. Honorary chairs for the evening included Nancy and Jim Patterson, Bill Miller and his wife, Dee Dee, who has since passed away.

Hosted by the Geauga Medical Center Leadership Council and The Auxiliary of UH Geauga Medical Center, the event also marked the successful culmination of a capital expansion campaign launched in 2015 that raised \$4.6 million for hospital renovations and improvements, including the expansion of UH Seidman Cancer Center and UH Harrington Heart & Vascular Institute.

"Together, we made this hospital a success and servant to our community," said Lisa Forino, UH Geauga Leadership Council member and event chair. ♥

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Don and Nancy Maltby

## Paying It Forward

Like so many families, Don and Nancy Maltby have been greatly impacted by cancer. Both lost their mothers to the disease and Nancy is a breast cancer survivor.

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*“We were very impressed by the UH Breast Health Center at UH Seidman Cancer Center,” said Nancy, a longtime interior designer, who received her treatment there six years ago. “The space is patient friendly while the staff was always caring, supportive and attentive during an otherwise anxious time.”*

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“After meeting with her doctors, I knew Nancy was in the best place possible to fight this disease,” added Don, retired President and COO of a leading transportation management company.

Inspired by the outstanding care Nancy received, the Maltbys decided to get more involved with UH. Last year, they made the lead gift to endow a new master clinician in breast health, supporting excellence in clinical care and research.

The couple also made a commitment to UH St. John Medical Center in Westlake, establishing the Maltby Breast Health Center. The new center will provide high quality and compassionate breast cancer care while also focusing on breast health and cancer prevention, research and clinical trials.

The Maltby Breast Health Center holds added meaning because UH St. John sits on property that was once the Deeks Family Orchard, owned by Nancy’s grandparents and family.

“We are very impressed with UH’s commitment to providing state-of-the-art health care to the community,” agreed the Maltbys. “It is meaningful to us to be part of that and we are humbled knowing our gift will make a difference in others’ lives.”

Members of both UH’s Diamond Legacy and Samuel Mather societies, Don and Nancy now split their time between Avon Lake and West Palm Beach, Florida.

“We have been fortunate and if we can positively impact the lives of others, we want to do it,” said Don. ♥



ANNUAL SOCIETY SPECIAL EVENTS

**FOUNDERS \$25,000+**

At the Sea, Under the Stars in Naples  
Awakening Angels Mikey's Miracle Celebration  
Corks & Forks  
Cross Out Cancer  
Dominic's Dream  
Elyria Medical Center Golf Classic  
Extra Life  
Five Star Sensation  
FORE! the Kids Golf Outing  
Geauga Medical Center Diamond Jubilee  
Howard Hanna Choo Choo Chow Chow  
The Becky Hennessy Golf Classic  
Miracles Happen Celebration  
Parkinson's Wellness Boot Camp Program  
Parma Medical Center Golf Classic  
Party Under The Palms in Palm Beach

Pet Pals Healing Paws  
Portage Medical Center Gala  
Portage Medical Center Golf Classic  
Rainbow Golf Classic  
Rainbow Jumper Challenge  
Rainbow Radiothon hosted on Star 102  
Rock the Rainbow  
SpartanTHON  
Spring Into Style Fashion Show  
St. John Medical Center Golf Classic  
Tune Into Your Heart Golf Outing  
UH Sports Battles  
Brian Werbel Music of My Life

**PACESETTERS**

**\$10,000 – \$24,999**

Allstate Helping Hands-Community Baby Shower  
Cleveland State Dance Marathon  
Crocker Park Wine Festival  
D&S Automotive Annual Summer Cruise In  
Hallum's Heroes Barstool Open  
Jeremy Cares Holiday Bash  
John Carroll University Dance Marathon  
Keira Kilbane Foundation 5K  
Kelly Kinney Splash Out Cancer Swim Meet  
Mocktail Party  
Rainbow Radiothon hosted on La Mega 87.7  
Ruby's Rainbow Charity  
SPIRIT  
Walk for the Cure  
A Winterful Tea

**GRAND PATRONS**

**\$5,000 – \$9,999**

Be Inspired!  
Crocker Park Liberty Rocks  
Fighting Cancer: A Cause for Dance  
Geneva Community Christmas Card  
Inspiring Hope  
Kornblut Memorial Benefit Brunch  
Manhattan Stand  
Norwalk High School Dance Marathon  
Ken Pasko Memorial Golf Outing  
Patsy's Run  
Chuck Ricci Memorial Golf Outing  
Seasons of Life Fundraiser  
Sporting Clays Safe Kids Charity Shoot

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**"A Generosity of Spirit, Shining for Generations"**

We gratefully acknowledge the following individuals who have made an estate, endowed or other planned gift to University Hospitals. Charitable estate planning provides an opportunity to make a meaningful commitment, maximize philanthropic objectives and receive important tax benefits.

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# Distinguished Advisor Award

James A. Goldsmith, Esq., Partner and Group Leader of the Trusts & Estates Group at Ulmer & Berne LLP, received the Distinguished Advisor Award from University Hospitals at the annual meeting of the UH Diamond Advisory Group, held in September 2019 at FirstEnergy Stadium.

The UH Diamond Advisory Group consists of 170 volunteer legal, financial, real estate and insurance professionals who dedicate their time to help benefactors of UH achieve their financial and philanthropic goals. The award recognizes a member for their commitment to clients, as well as their civic vision.

Mr. Goldsmith served as Chair of the UH Diamond Advisory Group from 2016 to 2019, working closely with UH's gift planning professionals to help his clients accomplish their philanthropic goals, resulting in significant gifts in support of UH.

Patricia A. Shlonsky, Partner-in-Charge of Ulmer's Cleveland office, said "Jim is a respected leader, both at our firm and in the community, and he is a longtime UH ambassador. We're thrilled he is being honored for his service to UH." ♥



The Goldsmith Family, from left: David, Nancy, Jim and Elizabeth

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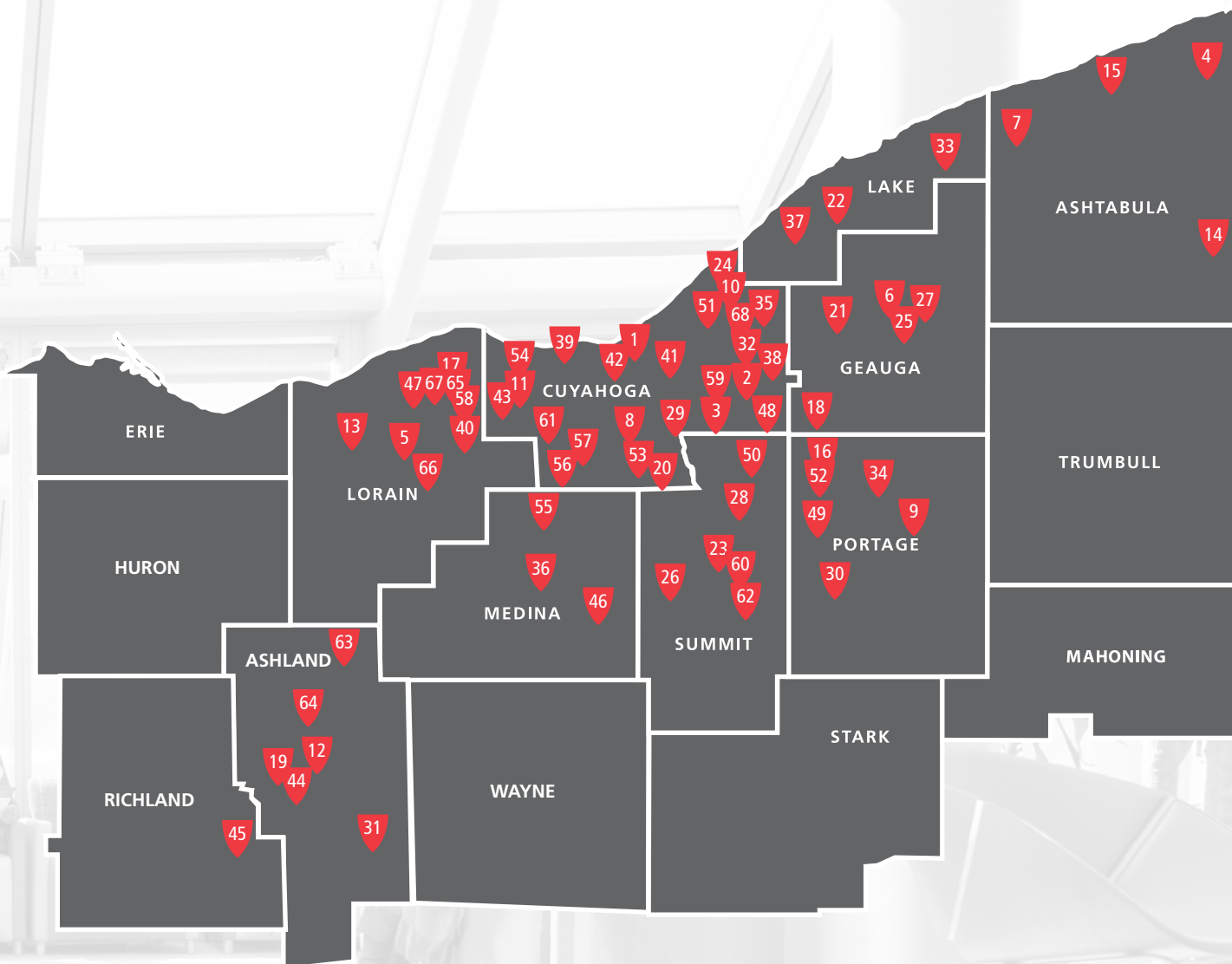
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8. UH Parma Medical Center
9. UH Portage Medical Center
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<sup>1</sup> 24-hour emergency room  
<sup>2</sup> Urgent care center  
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<sup>4</sup> Surgery Center

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