



**Address** 9500 Euclid Avenue, Cleveland, OH 44195

**On the Web at** [clevelandclinic.org](http://clevelandclinic.org)

## Access Numbers

<b>Appointments:</b> .....	216.444.CARE (2273) or 800.223.CARE (2273)
<b>Children's Hospital:</b> .....	216.444.KIDS (5437)
<b>General information:</b> .....	216.444.2200
<b>Concierge services</b>	
<b>International patients:</b> .....	001.216.444.6404
<b>Out-of-state patients:</b> .....	800.223.2273, ext. 55580
<b>Health information resource center:</b> .....	216.444.3771
<b>Nurse on call:</b> .....	216.444.1234
<b>Cancer answer line:</b> .....	866.223.8100
<b>Heart health resource line:</b> .....	216.445.9288
<b>Sports health hotline:</b> .....	877.440.TEAM (8326)
<b>Women's health line:</b> .....	216.444.4HER (4437)

Cleveland Clinic, located in Cleveland, Ohio, is a nonprofit, multispecialty academic medical center that integrates clinical and hospital care with research and education. Cleveland Clinic was founded in 1921 by four renowned physicians with a vision of providing outstanding patient care based upon the principles of cooperation, compassion and innovation. Today, Cleveland Clinic is one of the largest and most respected hospitals in the country.

## “Patients First”

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

## International and Out-of-State Patients

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

## Group Practice Model

Cleveland Clinic is structured as a group practice. The doctors on staff are salaried employees and are not in private practice. They pool their wisdom and expertise for the benefit of the patient and the community. In 2007, we restructured our practice to complement the group practice model. By combining specialties surrounding a specific organ or disease system into integrated practice units called institutes, we can better provide collaborative, patient-centered care.

## Administration

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

## Organization

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

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

**Cleveland Clinic Hospitals.** Cleveland Clinic comprises nine community hospitals and three affiliate hospitals in Ohio. We were the first health system in Northeast Ohio accredited as an Integrated Delivery System by The Joint Commission, the nation's largest accreditor of healthcare organizations. All Cleveland Clinic hospitals, outpatient clinics and home healthcare programs are accredited by The Joint Commission.

**Cleveland Clinic in Florida.** Located in Weston and West Palm Beach, Fla., Cleveland Clinic in Florida attracts patients from all over the world. The Weston medical campus is fully integrated and includes a 150-bed hospital, diagnostic centers, outpatient surgery and a 24-hour emergency department. The Florida Health and Wellness Center in Palm Beach offers subspecialty medical services, which will be expanded once the center moves to its permanent West Palm Beach location in 2008.

**Cleveland Clinic Canada's Toronto Health and Wellness Centre.** Located in downtown Toronto in the heart of the financial district, this 25,000 square foot facility serves the medical, health and wellness needs of Canadians with an executive health program, medical and surgical specialists, and lifestyle management programs.

**Cleveland Clinic Abu Dhabi.** Cleveland Clinic and Mubadala Development Company have created a partnership to bring high quality, academic medicine to the United Arab Emirates region. Scheduled to open in 2011, Cleveland Clinic Abu Dhabi will serve local and international patients in an environment that combines excellent amenities with world-class medical care.

## Vital Statistics (2007)

### Patient Care

3.2 million.....	Total Visits
52,561.....	Admissions
73,986.....	Surgical Cases
1,800.....	Physicians and Scientists

### Education

920.....	Residents and Fellows in Training
59.....	Accredited Residency Training Programs

### Research

\$159M.....	Total Grant and Contract Revenue
\$96.9M.....	Total Federal Revenue

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

## Recognition

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

**U.S. News & World Report.** *U.S. News & World Report* consistently names Cleveland Clinic one of the nation's best hospitals in its annual “America's Best Hospitals” survey. Our heart and heart surgery program has been ranked #1 in the nation since 1995.

**Consumer Choice Award.** Consumers in Cleveland and Akron named Cleveland Clinic a #1 quality healthcare provider in the 2006/07 edition of this study by the National Research Corporation.

**Magnet Status.** In 2008, Cleveland Clinic was redesignated as a Magnet Status hospital, the most sought-after indicator of nursing excellence, by the American Nurses Credentialing Center. Hospitals that achieve Magnet Status are recognized for providing the highest standard of nursing care.

## Innovations

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

- Isolation of serotonin, a key factor in hypertension (1940s)
- Development of “no-touch” colorectal surgery (1950s)
- First coronary angiography (1958)
- Development and refinement of coronary bypass surgery (1967)
- First minimally invasive aortic heart valve surgery (1996)
- First successful larynx transplant (1998)
- Discovery of first gene linked to juvenile macular degeneration (2000)
- Discovery of first gene linked to coronary artery disease (2003)
- Pioneering success in deep brain stimulation for psychiatric disorders and minimally conscious state (2006)
- First kidney surgery performed through a port in the patient’s navel (2007)

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

## Research and Education

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

**Lerner Research Institute.** Created in 1945, the Lerner Research Institute is home to all laboratory-based and translational biomedical research at Cleveland Clinic. With 590,000 total square feet of research space, about 1,200 scientists and support personnel collaborate with clinical researchers to unravel the mysteries of disease. It is one of the leading NIH-funded research institutes in the nation.

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

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

## Clinical Expertise

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

**Heart and Vascular Institute.** Ranked No. 1 in the nation for cardiac care by *U.S. News & World Report* every year since 1995, the Heart and Vascular Institute is the largest and busiest heart program in the United States. The institute has the largest surgical valve practice in the country and is one of the three busiest transplant centers in the country. On the Web at [clevelandclinic.org/heart](http://clevelandclinic.org/heart).

**Digestive Disease Institute.** Ranked No. 2 in the nation for digestive disease care by *U.S. News & World Report*, the institute is one of the largest in the country. Colorectal and gastrointestinal specialists serve more than 66,000 patients annually. On the Web at [clevelandclinic.org/digestivedisease](http://clevelandclinic.org/digestivedisease).

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

**Orthopaedic and Rheumatologic Institute.** Here, patients receive innovative care for joint, bone, muscle, connective tissue and immune disorders. Both orthopaedic surgery and rheumatology are ranked No. 4 in the nation by *U.S. News & World Report*. On the Web at [clevelandclinic.org/ortho](http://clevelandclinic.org/ortho) and [clevelandclinic.org/arthritis](http://clevelandclinic.org/arthritis).

**Neurological Institute.** This fully integrated institute is a leader in treating the most complex neurological disorders and advancing innovations such as deep brain stimulation, epilepsy surgery, stereotactic spine radiosurgery and blood-brain barrier disruption. Our neurology and neurosurgery program is ranked No. 6 in the nation by *U.S. News & World Report*. On the Web at [clevelandclinic.org/neuro](http://clevelandclinic.org/neuro).

**Cancer Institute.** More than 250 cancer specialists annually serve 26,000 patients, applying the most effective techniques to achieve long-term survival and improved quality of life. An extensive research program gives patients access to a variety of clinical trials. Our cancer program is ranked No. 17 in the nation by *U.S. News & World Report*. On the Web at [clevelandclinic.org/cancer](http://clevelandclinic.org/cancer).

**Pediatric Institute and Children’s Hospital.** Backed by Cleveland Clinic’s resources, the institute offers full medical, surgical and rehabilitative care for infants, children and adolescents. More than 200 pediatric physicians accommodate 500,000 patient visits annually at our Main Campus, Shaker Campus, community hospitals and family health centers. On the Web at [clevelandclinic.org/childrenshospital](http://clevelandclinic.org/childrenshospital).

**Nursing Institute.** Cleveland Clinic nurses collaborate to provide high quality patient care on more than 40 specialty-based nursing units within inpatient, outpatient and operating room settings. The Nursing Institute’s Magnet status (the highest recognition of excellence in nursing by the American Nurses Credentialing Center) was redesignated in 2008.

## Additional Cleveland Clinic Institutes

Anesthesiology Institute  
Cleveland Clinic Lorain  
Cole Eye Institute  
Dermatology and Plastic Surgery Institute  
Education Institute  
Emergency Services  
Endocrinology and Metabolism Institute  
Head and Neck Institute  
Imaging Institute  
Lerner Research Institute  
Medicine Institute  
Ob/Gyn and Women’s Health Institute  
Pathology and Laboratory Medicine Institute  
Pulmonary Institute  
Quality and Patient Safety Institute  
Rehabilitation Institute  
Surgery Institute  
Wellness Institute

## Reporting Quality Outcomes

Since 2004, Cleveland Clinic has released data on outcomes, volumes and innovation in our clinical areas, making it public in booklet form and on the Internet. Updated annually, the outcomes booklets highlight statistics for particular procedures and conditions, along with other key data. For details, visit [clevelandclinic.org/quality](http://clevelandclinic.org/quality).

## eCleveland Clinic ([eclevelandclinic.org](http://eclevelandclinic.org))

eCleveland Clinic’s comprehensive eHealth services program is transforming medical practice. The suite of tools includes:

**MyPractice:** Electronic medical records (EMRs) connecting Cleveland Clinic and its regional hospitals.

**MyPractice Community:** EMRs available to physicians in private practice.

**MyChart:** Secure, Internet-based service connecting patients to portions of their EMRs.

**MyConsult:** Online, remote medical second opinions for 600 life-threatening/life-altering diagnoses.

Physician-based services include **DrConnect**, **eResearch**, and **eRadiology**.

## Community Relations

Cleveland Clinic actively supports the communities we serve. We support programs that improve the health of our community, offer health education for the public and medical professionals, facilitate research to improve patient care, and provide charity care to our community. Community Relations forges community partnerships and initiates outreach programs that address the health concerns of Northeast Ohioans. These goals are met through government relations, civic education initiatives, community collaborations and corporate social responsibility. Visit [clevelandclinic.org/aboutus/community.htm](http://clevelandclinic.org/aboutus/community.htm).