



facts & figures

address 9500 Euclid Avenue, Cleveland, OH 44195

access numbers

appointments:216/444-CARE (2273) or 800/223-CARE (2273)
children's hospital:216/444-KIDS (5437)
international center:216/444-6404
general information:216/444-2200
nurse on call:216/444-1234
cancer answer line:800/862-7798
women's health line:216/444-4HER (4437)

web site (www.clevelandclinic.org)

The Cleveland Clinic's award-winning Web site offers online appointments, quality measures, health information, a list of services and physicians, current clinical trials and other information about The Cleveland Clinic.

general information

The Cleveland Clinic, located in Cleveland, Ohio, is a not-for-profit, multispecialty academic medical center that integrates clinical and hospital care with research and education. The 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, The Cleveland Clinic is one of the largest and most respected hospitals in the country.

credo

The singular purpose of The Cleveland Clinic is to benefit humanity through the efficient, effective and ethical practice of medicine by advancing scientific investigation and medical education, by maintaining the highest standard of quality, and by honoring creativity and innovation. Each member of the organization is a guardian of this enterprise and is responsible for assuring that The Cleveland Clinic is synonymous with the finest health care in the world.

values

The Cleveland Clinic adheres to a set of immutable values. They are the foundation of our culture:

collaboration – In the words of the founders, we “act as a unit.” This ensures that patients benefit from our collective wisdom.

quality – We take the lead in establishing standards for measuring and reporting guidelines for the best care practices.

integrity – We adhere to the principles of honesty and integrity in all that we do. This includes our patient care, basic and clinical research decisions, education, and in the fiscal and administrative management of The Cleveland Clinic.

compassion – We are not only concerned with our patients' physical well-being, but with their emotional and spiritual needs as well. We do this through service, concern and direct attention to the comfort of patients and families.

commitment – We recognize our responsibility to the communities we serve and the trustees who oversee our resources.

the group practice model

The Cleveland Clinic is structured as a group practice. The doctors on staff are salaried employees of The Cleveland Clinic and are not in private practice. They pool their wisdom and expertise for the benefit of the patient and the community. Because they are salaried, doctors are not financially motivated to order unnecessary procedures and tests. They are able to focus on the patient and deliver the most appropriate and best care.

logo

The Cleveland Clinic logo represents the unity of its ideals and the particularity of its functions. The four green squares symbolize four points of endeavor: outpatient care, hospital care, research and education. They also commemorate the Clinic's four physician founders. The single square in the middle represents the unified dedication of all areas to the strength and effectiveness of the institution and its mission. Gold in color, this center square reflects

the Clinic's determination to provide value and to represent the upper limit of excellence – the gold standard – in whatever it does.

administration

A Board of Governors is responsible for all professional and policy issues that arise in the course of managing The 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. The chairman of the Board of Governors is also the chief executive officer of The Cleveland Clinic and is responsible to the Board of Trustees.

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, cancer center, eye institute, research institute, and supporting labs and facilities.

Family Health Centers. To better serve the Cleveland suburbs with primary care services, The Cleveland Clinic opened its family health centers. Thirteen locations are 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 outpatient surgery centers that provide same-day surgical services close to home.

Cleveland Clinic Health System. The Cleveland Clinic Health System (CCHS) combines the area's best community hospitals with the world-class care of The Cleveland Clinic. Comprising nine community hospitals and two affiliate hospitals, CCHS is the first health system in Northeast Ohio accredited by the Joint Commission on Accreditation of Healthcare Organizations (JCAHO), the nation's largest accreditor of health care organizations. All of our hospitals, outpatient clinics and home health care programs are also accredited by the JCAHO under its hospital accreditation program.

Cleveland Clinic Florida. The Cleveland Clinic has been in Florida since 1988. Today, the Clinic operates two outstanding medical facilities in Florida that attract patients from all over the world. In Weston, just 20 miles west of Ft. Lauderdale, a new integrated medical campus incorporates a 150-bed hospital, an outpatient clinic and education facilities. The hospital is co-owned through a partnership with Tenet South Florida. Across the Florida peninsula in Naples, the Clinic operates a state-of-the-art hospital, with 70 private rooms and an outpatient facility.

recognition

U.S. News & World Report. *U.S. News & World Report* consistently names The Cleveland Clinic one of the nation's best hospitals, including the nation's #1 heart center, in its annual “America's Best Hospitals” survey.

Codman Award (Joint Commission on Accreditation of Healthcare Organizations (JCAHO)). The Cleveland Clinic Health System was named a 2001 and 2003 winner of this quality award in the categories of ACE inhibitor treatment (2001) and stroke treatment (2003).

100 Best Hospitals (HCIA-Sachs). The Cleveland Clinic was named one of the nation's best hospitals in this annual study of medical and operational excellence.

Magnet Status (ANCC). In June 2003, the American Nurses Credentialing Committee (ANCC), an arm of the American Nurses Association, awarded Magnet Status to The Cleveland Clinic nursing staff. The Cleveland Clinic is the only hospital in the greater Cleveland area and the second hospital in Ohio to be recognized.

vital statistics (2003)

2,647,233	Total Visits
52,204	Total Admissions
68,723	Surgical Cases
1,300	Physicians
825	Residents and Fellows in Training
480	Medical Students
224	Total NIH Multi-year Grants Awarded
\$109M	Total Amount of all Grants Awarded

continued

research and education

The Cleveland Clinic has large and busy research and education institutes. The founders of The Cleveland Clinic 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. Opened in 1999, this five-story, 410,000 sq. foot state-of-the-art research facility houses more than 1,000 scientists and support personnel. Here, scientists, physicians and a multitude of other specialists collaborate to unravel the mysteries of disease. The institute is one of the country's leaders in NIH funding.

The Division of Education. The Cleveland Clinic sponsors one of the nation's largest physician-graduate training programs. Doctors from around the world come to The 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, The Cleveland Clinic and Case Western Reserve University entered into a unique partnership to create a medical school dedicated to the teaching of physician-scientists. The Cleveland Clinic Lerner College of Medicine of Case Western Reserve University will combine education and research in an innovative program that will graduate 32 medical students each year who are mentored to become physician-scientists.

clinical expertise

Heart Center. The Cleveland Clinic Heart Center is the largest and busiest heart program in the United States. Heart Center doctors are leaders in cardiology, cardiac surgery, cardiothoracic anesthesia, and research into the heart and its diseases. The Heart Center accommodates more than 205,000 patient visits a year and has the largest surgical valve practice in the country (2,254 procedures performed in 2003). In addition, it is one of the three busiest transplant centers in the country. A new, state-of-the-art heart center facility is in the planning stage.

Urological Institute. With more than 55 staff physicians, the Cleveland Clinic Glickman Urological Institute is the largest and most comprehensive urological program in the world. It treats virtually every disorder of the genitourinary system, including kidney disease; incontinence; prostate disorders; sexual dysfunction; male infertility; testicular, bladder, prostate, adrenal and kidney cancers; chronic urinary tract infections and obstructions; and genitourinary birth defects.

Neuroscience Center. With more than 76 full-time neurologists and neurosurgeons, the Cleveland Clinic Neuroscience Center is one of the largest and most diverse clinical and research programs in the United States. Organized into multispecialty teams, the center provides comprehensive care for a wide range of neurologically based concerns, including cerebrovascular disease (stroke, aneurysms and arteriovenous malformations), epilepsy, movement disorders such as Parkinson disease, multiple sclerosis, pituitary disorders, brain tumors and spinal concerns.

Eye Institute. The Cleveland Clinic Cole Eye Institute is one of the largest eye institutes in the United States and has an accomplished team of clinicians and researchers committed to studying and treating retinal and other eye diseases. The institute offers the most state-of-the-art technology to its patients, treating adults and children with all ophthalmic conditions. Many procedures developed at the Cole Eye Institute have been adopted by ophthalmologists around the world, and the institute offers a comprehensive continuing medical education program.

Cancer Center. The Cleveland Clinic Taussig Cancer Center is Ohio's largest and busiest cancer center. A team of 250 world-class physicians plus scientists, nurses and technicians offers the complete range of options for cancer prevention, diagnosis, treatment, follow-up and palliative care in a single location. The center offers state-of-the-art diagnostic technology and the most modern methods of cancer treatment, including pioneering surgical techniques, advanced radiation therapy, chemotherapy and bone marrow transplantation. An extensive research program provides patients with access to a wide variety of clinical trials.

Children's Hospital. The Children's Hospital at The Cleveland Clinic provides a home-like setting for young patients and their parents. The hospital includes beds for medical/surgical, psychiatry and intensive care. The Cleveland Clinic Children's Hospital for Rehabilitation offers an additional 52 beds for children requiring chronic care. The Children's Hospital is equipped with the latest medical technology, including a computerized epilepsy monitoring unit, a consolidated pediatric intensive care unit, newly constructed operating suites and a 17-bed Level III neonatal intensive care nursery. In 2002, a dedicated pediatric dialysis unit was opened at The Cleveland Clinic Children's Hospital for Rehabilitation.

Minimally Invasive Surgery Center (MISC). The MISC brings together the knowledge, expertise and experience of physicians in a wide variety of surgical specialties to advance the capability for new, less-invasive surgical techniques – including robotic surgery. The MISC includes four state-of-the-art operating rooms and two endovascular suites designed and equipped specifically for performing and teaching minimally invasive procedures. Cleveland Clinic MISC surgeons perform approximately 1,800 procedures annually.

Digestive Disease Center. The Cleveland Clinic Digestive Disease Center is the largest in the region and the only medical center in the United States to fully integrate its depart-

ments of Colorectal Surgery and Gastroenterology & Hepatology. Combining these disciplines into one location facilitates clinical work, multidisciplinary education and collaborative research, and offers patients unprecedented convenience. The center also houses one of the world's leading collections of medical data on inherited colorectal cancer.

Orthopaedics and Sports Health. The Department of Orthopaedic Surgery is recognized as a national leader in musculoskeletal care. More than 60 full-time physicians and surgeons, representing nine general and subspecialty areas, manage more than 200,000 out-patient visits and perform more than 9,000 surgical procedures at the main hospital campus and at nine regional practices. Sports Health specialists provide care to Cleveland's professional sports teams, local college and high school athletic programs, and offer sports health and rehabilitative services throughout greater Cleveland.

innovations

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

- Isolation of angiotensin and serotonin, key factors in hypertension (1940s)
- Development of "no-touch" colorectal surgery (1950s)
- First coronary angiography (1958)
- Popularization of coronary artery bypass (1967)
- First minimally invasive aortic heart valve surgery (1996)
- First successful larynx transplant (1999)
- Discovery of first gene linked to juvenile macular degeneration (2000)
- Discovery of first gene linked to coronary artery disease (2003)

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

nursing

The Cleveland Clinic Division of Nursing is dedicated to providing the highest quality patient care and is committed to evidence-based practice, ongoing nursing education and research. Cleveland Clinic nurses have made noteworthy contributions to the science and practice of nursing such as: establishing the world's first enterostomal nursing school; organizing the world's first cardiovascular information registry; and developing a new model of nursing care designed to elevate the stature of nursing practice. Our nurses serve with distinction on national organizations and receive countless national awards annually that recognize their innovative contributions to nursing practice and to improving patient outcomes.

international center

The Cleveland Clinic's reputation draws patients from all over the world. The International Center is a full-service department dedicated to meeting the needs and requirements of international patients who receive their care at The Cleveland Clinic. The center is staffed by dedicated professionals who offer a variety of services designed to make patients feel welcome and ensure that their visit goes as smoothly as possible.

community relations

Our service to the community includes providing support for programs that improve the health of our community, offering health education for the public and medical professionals, facilitating research that results in improvements in patient care and providing charity care to our community. Community Relations forges community partnerships, and initiates outreach programs that address health concerns of Northeast Ohio. These goals are met through broad coverage of local and regional government relations, employee volunteerism, community contributions, Cleveland Clinic Health System initiatives, allied health affiliations and corporate social responsibility.

e-cleveland clinic (www.eclevelandclinic.org)

e-Cleveland Clinic is a Web-based extension of the Cleveland Clinic's role as one of America's most respected academic medical institutions. Proudly carrying on the tradition of the innovative application of technology for the benefit of all patients, e-Cleveland Clinic utilizes state-of-the-art digital information systems to eliminate geographic barriers and deliver a variety of quality e-health services, including:

Remote second opinion consultations – Through the secure, e-Cleveland Clinic Web site, patients around the world can request specialist second medical opinions for more than 600 life-threatening/life-altering diagnoses.

Personalized electronic medical record access – e-Cleveland Clinic MyChart®: Your Personal Health Connection™ gives patients access to portions of their own medical history, with special health reminders, educational information and options to receive certain laboratory and other test results.

Subspecialty radiologic imaging interpretations – Utilizing high-speed digital information transfer, the Department of e-Radiology's subspecialty-trained academic radiologists provide interpretations for imaging centers within the Cleveland Clinic Health System and in states around the country.