

Outcomes
2007

Euclid Hospital
Fairview Hospital
Hillcrest Hospital

Huron Hospital
Lakewood Hospital
Lutheran Hospital

Marymount Hospital
South Pointe Hospital
Ashtabula County Medical Center
(affiliate)

what's inside

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All data in this book reflects January through December 2007, unless otherwise specified.

Introduction

We are proud to present the 2007 Cleveland Clinic regional hospitals' outcomes book. This book provides information on clinical quality, the patient experience, patient safety and physician satisfaction at nine hospitals – including Euclid, Fairview, Hillcrest, Huron, Lakewood, Lutheran, Marymount and South Pointe, and our affiliate, the Ashtabula County Medical Center.

This book is designed to help you and your patients make informed decisions about treatment and referrals. We believe it is important to share this information with our referring physicians, our colleagues and our community.

Measuring and reporting outcomes reinforces our commitment to enhancing care and achieving excellence for our patients.

Thank you for your interest in the regional hospitals of Cleveland Clinic. We hope you will find this book useful and of interest.



Fred M. DeGrandis
President and CEO
Cleveland Clinic Regional Hospitals

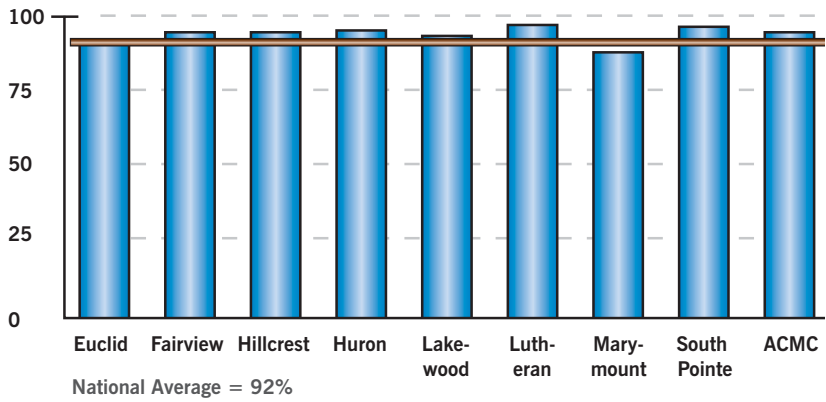


George V. Topalsky, MD
Vice President, Quality/Medical Operations
Cleveland Clinic Regional Hospitals

Acute Myocardial Infarction

Heart attack, also called acute myocardial infarction (AMI or MI), is a life-threatening event caused by insufficient oxygen reaching the heart. When a heart attack occurs, quick use of aspirin and other treatments can reduce damage to the heart and reduce the chance of death. The two indicators in this section examine the initial care of heart attack patients and whether patients leave the hospital with a beta blocker medication known to be helpful after a heart attack.

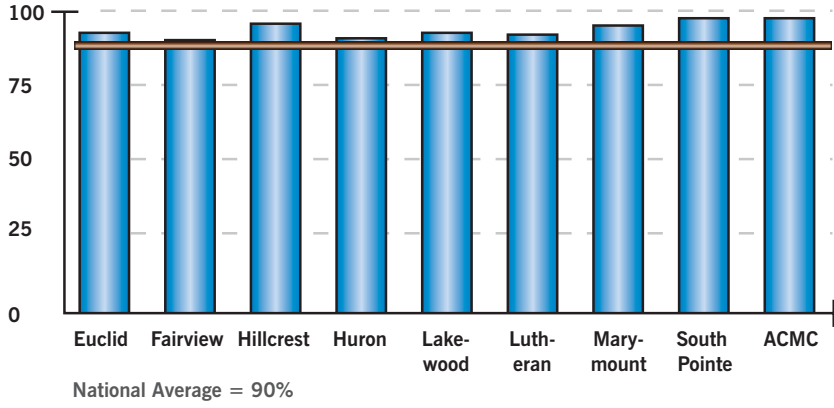
Percent of Heart Attack Patients Given Aspirin at Arrival



Why is Aspirin on Arrival Important?

The heart is a muscle that gets oxygen through blood vessels. Sometimes blood clots can block these blood vessels, and the heart can't get enough oxygen. This can cause a heart attack. Chewing an aspirin as soon as symptoms of a heart attack begin may help reduce the severity of the attack. This chart shows the percent of heart attack patients who were given (or took) aspirin within 24 hours of arrival at the hospital.

Percent of Heart Attack Patients Given Beta Blocker at Discharge



CLINICAL QUALITY

Hospital Quality Measures and Mortality

National organizations have endorsed certain quality indicators and safe practices. All the indicators or safe practices have extensive research to support their use and are defined so that all hospitals can use the same method for calculating the statistics. In other words, this method allows hospitals to compare apples to apples. Reporting methods are "open," which means anyone can see how the results were obtained. Indicators and safe practices are not perfect, however. We do not agree that all the indicators are valid markers of quality issues. Still, we use the national definition and report our performance so that you can compare the data. This way, you are assured that we are not reporting only our strengths.



Acute Myocardial Infarction (continued)

Why is Beta Blockers at Discharge Important?

Beta blockers are a type of medicine that is used to lower blood pressure, treat chest pain (angina) and heart failure, and to help prevent a heart attack. Beta blockers relieve the stress on your heart by slowing the heart rate and reducing the force with which your heart muscles contract to pump blood. They also help keep blood vessels from constricting in your heart, brain and body.

What is 30-Day Mortality from Heart Attack?

Heart attack death (mortality) rates tell you how the 30-day death rates from heart attack at the hospitals compare to the U.S. national heart attack death (mortality) rate. These comparisons take into account how sick patients were before they were admitted to the hospital and differences in death rates that might be due to chance.

U.S. National Rate for 30-Day Death Rate from Heart Attack = 16.1%

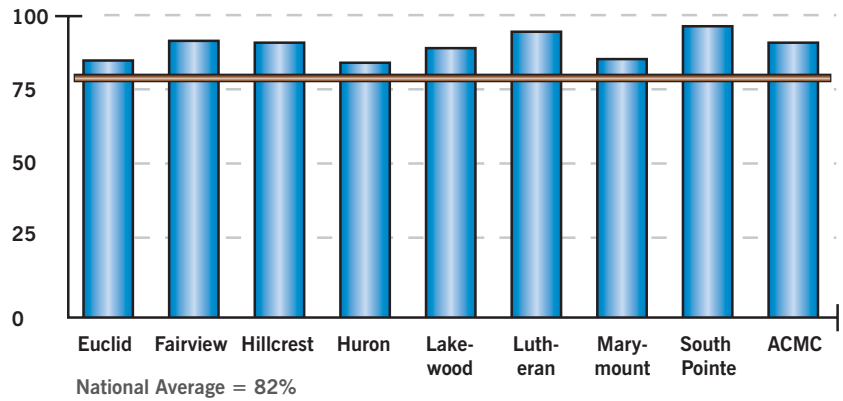
Hospital	Better Than US National Rate	No Different US National Rate	Worse Than US National Rate
Euclid		√	
Fairview		√	
Hillcrest		√	
Huron		√	
Lakewood		√	
Lutheran		√	
Marymount		√	
South Pointe		√	
ACMC		√	
Number of Hospitals in each Category Nationally (out of 4311)	9	4302	0
Number of Hospitals in each Category in Ohio (out of 156)	0	156	0

Data provided from CMS for Discharges between July 2006 and June 2007

Heart Failure

Heart failure, sometimes called congestive heart failure or CHF, is a chronic (long-term) condition characterized by a weakening of the heart's pumping power. With heart failure, your body does not get enough oxygen and nutrients to meet its needs. Heart failure becomes more common with age and causes symptoms such as shortness of breath and a buildup of fluid in the feet and legs. Heart failure is one of the most common reasons for hospitalization. A healthy lifestyle, proper medications and good nutrition can reduce the effects of heart failure and the need for future hospitalization.

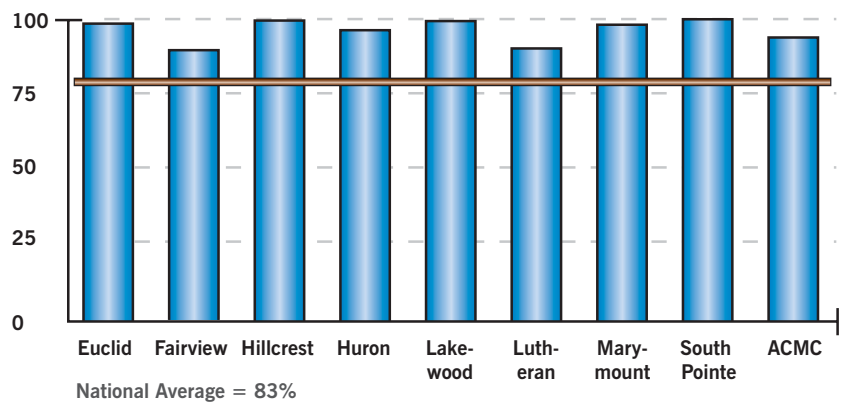
Percent of Heart Failure Patients Given ACE Inhibitor or ARB for Left Ventricular Systolic Dysfunction (LVSD)

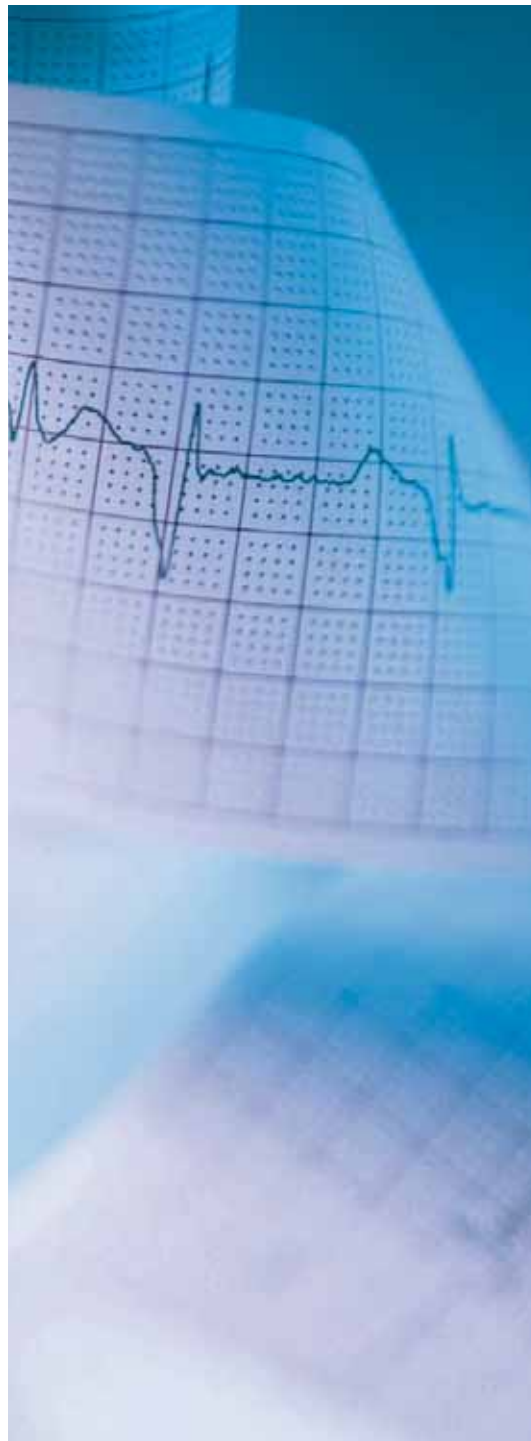


Why are ACE/ARBs Important?

ACE (angiotensin converting enzyme) inhibitors and ARBs (angiotensin receptor blockers) are medicines used to treat patients with heart failure and are particularly beneficial in those patients with heart failure and decreased function of the left side of the heart. Early treatment with ACE inhibitors and ARBs in patients who have heart failure symptoms or decreased heart function after a heart attack can also reduce their risk of death from future heart attacks. ACE inhibitors and ARBs work by limiting the effects of a hormone that narrows blood vessels, and may thus lower blood pressure and reduce the work the heart has to perform.

Percent of Heart Failure Patients Given an Evaluation of Left Ventricular Systolic (LVS) Function





Heart Failure (continued)

Why is LVF Evaluation Important?

The proper treatment for heart failure depends on what area of your heart is affected. An important test is to check how your heart is pumping, called an “evaluation of the left ventricular systolic function.” It can tell your health care provider whether the left side of your heart is pumping properly. Other ways to check on how your heart is pumping include:

- medical history
- a physical examination
- listening to heart sounds
- other tests as ordered by a physician like an ECG (electrocardiogram), chest X-ray, blood work, and an echocardiogram

What is 30-Day Heart Failure Mortality?

Heart failure death (mortality) rates tell you how the 30-day death rates from heart failure at the hospitals compare to the U.S. national heart failure death (mortality) rate. These comparisons take into account how sick patients were before they were admitted to the hospital and differences in death rates that might be due to chance.

U.S. National Rate for 30-Day Death Rate from Heart Failure = 11.1%

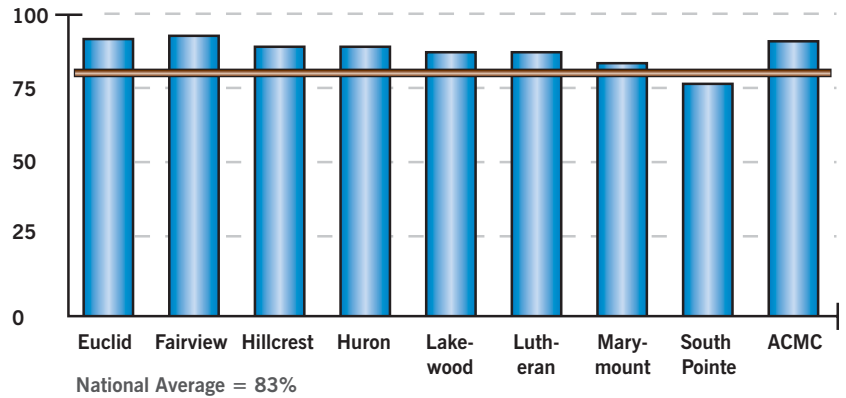
Hospital	Better Than US National Rate	No Different US National Rate	Worse Than US National Rate
Euclid		√	
Fairview	√		
Hillcrest		√	
Huron		√	
Lakewood		√	
Lutheran		√	
Marymount		√	
South Pointe		√	
ACMC		√	
Number of Hospitals in each Category Nationally (out of 4641)	41	4565	35
Number of Hospitals in each Category in Ohio (out of 158)	1	156	1

Data provided from CMS for Discharges between July 2006 and June 2007

Pneumonia

Caused by a virus or bacteria, pneumonia is an infection of the lungs that causes the lungs to fill with mucus. The data applies specifically to patients who were admitted to the hospital with pneumonia.

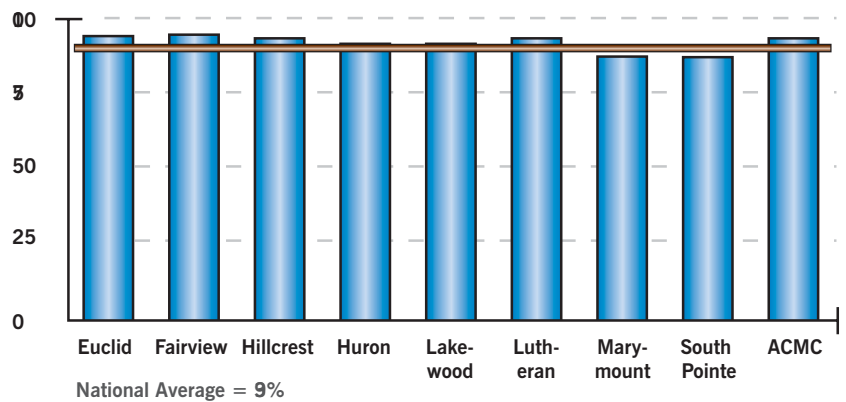
Percent of Pneumonia Patients Given the Most Appropriate Initial Antibiotic(s)



Why is Antibiotic Selection Important?

Pneumonia is a lung infection that is usually caused by bacteria or a virus. If pneumonia is caused by bacteria, hospitals will treat the infection with antibiotics. Different bacteria are treated with different antibiotics.

Percent of Pneumonia Patients Given Initial Antibiotic(s) within Six Hours After Arrival





Pneumonia (continued)

Why is Initial Antibiotic Timing Important?

Antibiotics are used to treat adults with pneumonia caused by bacteria. Early treatment with antibiotics can cure bacterial pneumonia and reduce the possibility of complications. This information shows the percent of patients who were given their first dose of antibiotics within 6 hours of arrival at the hospital. Patients who get pneumonia during their stay at the hospital are not counted in this measure.

U.S. National Rate for 30-Day Death Rate from Pneumonia = 11.4%

Hospital	Better Than US National Rate	No Different US National Rate	Worse Than US National Rate
Euclid		√	
Fairview		√	
Hillcrest	√		
Huron		√	
Lakewood		√	
Lutheran		√	
Marymount		√	
South Pointe		√	
ACMC		√	
Number of Hospitals in each Category Nationally (out of 4690)	41	4575	74
Number of Hospitals in each Category in Ohio (out of 158)	4	151	3

Data provided from CMS for Discharges between July 2006 and June 2007

Surgical Care Improvement Project

The Surgical Care Improvement Project (SCIP) is a national quality partnership of organizations committed to improving patient safety by reducing post-surgery complications. The goal is to reduce complications by 25 percent by the year 2010, and thereby save lives.

Partners in SCIP believe that a meaningful reduction in complications requires that surgeons, anesthesiologists, preoperative nurses, pharmacists, infection control professionals and hospital executives work together to make surgical care improvement a priority.

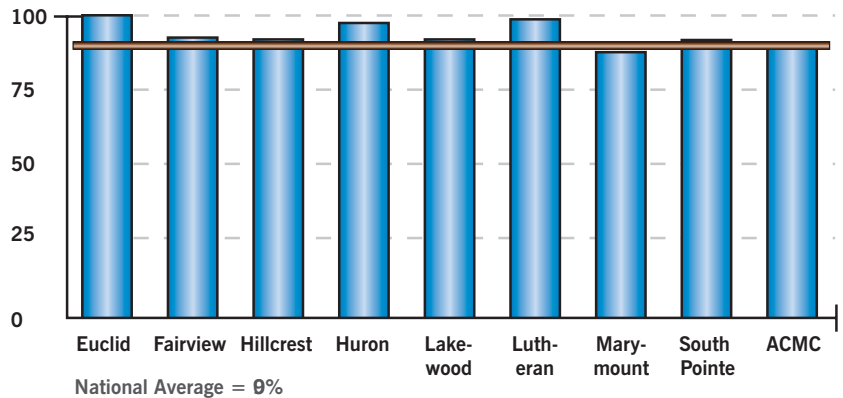
Why is Antibiotic Selection Important?

Certain antibiotics are recommended to help prevent wound infection for particular types of surgery. This measure looks at how often hospital surgical patients get the appropriate antibiotic in order to prevent a surgical wound infection.

Infections continue to be the main preventable complication of most surgical procedures. Antibiotics are medicines to prevent and treat infections.

Hospitals can reduce the risk of wound infection after surgery by making sure patients get the right medicines at the right time on the day of their surgery. These quality measures show some of the standards of care.

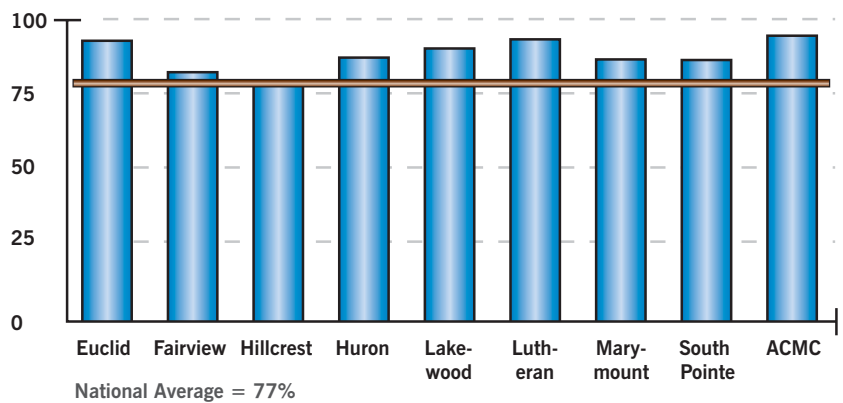
Percent of Surgery Patients Who Received the Appropriate Preventative Antibiotic(s) for their Surgery



Why is Antibiotic Timing Important?

Antibiotics are medicines to prevent and treat infections. Research shows that surgery patients who get antibiotics within the hour before their operation are less likely to get wound infections. Getting an antibiotic earlier, or after surgery begins, is not as effective.

Percent of Surgery Patients Who Received Preventative Antibiotic(s) One Hour Before Incision



Patient Safety

Safety is central to the Cleveland Clinic's mission. Our efforts focus on continuous enhancement of safety for all patients, visitors and employees. And every employee plays a critical role in ensuring patient, visitor and employee safety.

The purpose of the patient safety program is to build and perpetuate a culture of safety, improve patient care by the identification, analysis and reduction of risks, which could cause or have caused preventable patient injury or impairment of patient safety and implement strategies to reduce medical errors and improve the quality of care.



The safety program focus areas include:

- Improve the accuracy of patient identification
- Improve the safety of medications
- Accurately/Completely reconcile medications across the continuum of care
- Encourage the active involvement of patients and their families in the patient's own care
- Identify safety risks inherent in the patient population
- Improve recognition and response to changes in patient's condition
- Improve the effectiveness of communication among caregivers
- Reduce the risk of healthcare acquired conditions
- Reduce the risk of patient harm resulting from falls

Examples of Patient Safety initiatives include:

Clean Hands Save Lives

Reducing the spread of germs in hospitals, and the number of serious infections among patients is vital for improving patient safety. Convincing evidence demonstrates that improved hand hygiene can reduce the frequency of health care-associated infections.

Failure to comply with hand hygiene is considered the leading cause of healthcare-associated infection, contributes to the spread of multi-resistant organisms, and is recognized as a significant contributor to outbreaks of infection.

Improved hand hygiene practices are related to the decreased frequency of healthcare-associated infections and the spread of multiresistant organisms.

Good hand hygiene means cleaning (using either alcohol-based hand rub or soap-and-water) to help stop the spread of germs. By stopping the spread of germs we can reduce infections among patients.

Latex-Safe Environment

Cleveland Clinic is a latex-safe environment making every reasonable effort to remove highly allergenic latex sources, such as sterile gloves, foley catheters and phlebotomy supplies. With less exposure to latex, our patients and employees will have reduced risk of developing an allergy.

Patient Experience

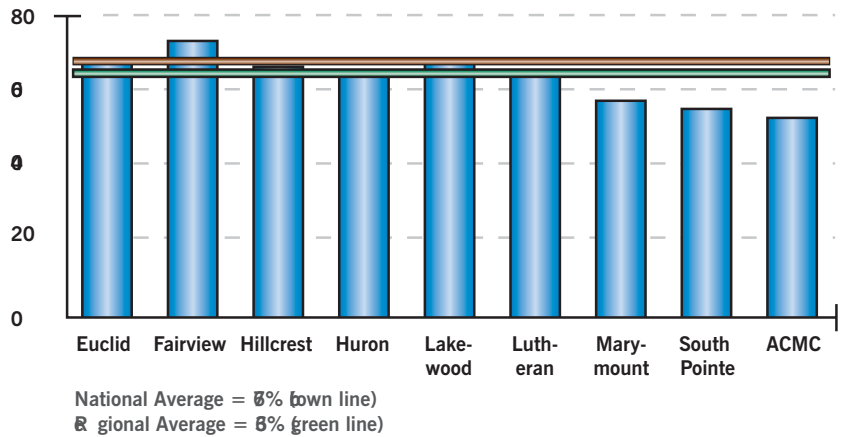
Cleveland Clinic and its regional hospitals exist for one purpose: to take care of patients. The very best way to really know what our patients think is to ask them.

We ask them by surveying patients after they receive care. These surveys are administered by an external vendor. Survey questions are tailored to specific care settings, such as the emergency department or outpatient clinics.

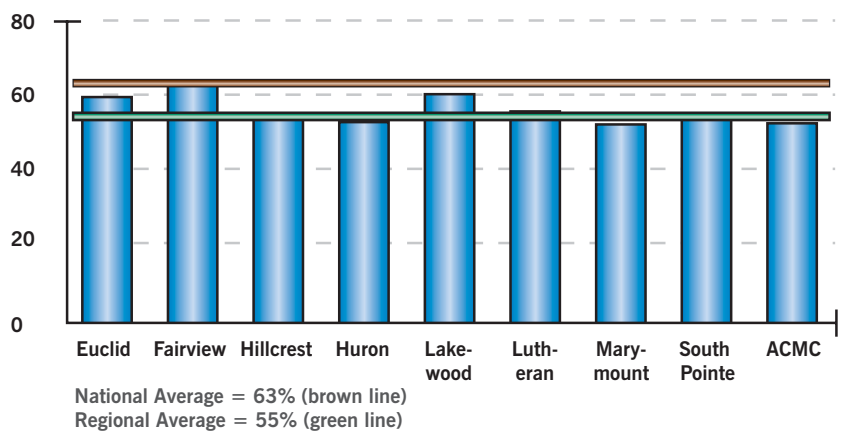
The survey instrument that is used for inpatient satisfaction is known as HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems). The survey instrument was developed by the Center for Medicare and Medicaid Services (CMS) and its partner organizations, so that there would be one national standard patient experience survey that could be used to compare hospitals. It was first implemented in late 2006. Adult medical, surgical, and obstetrics and gynecology patients treated at acute care hospitals across the country are included in the survey.

These results are from patients who had overnight hospital stays from January 2007 through December 2007.

Percent of Hospital Patients Who Said “Would Definitely Recommend” This Hospital



Percent of Hospital Patients Who Rated the Hospital a 9 or 10 on a 10-Point Scale



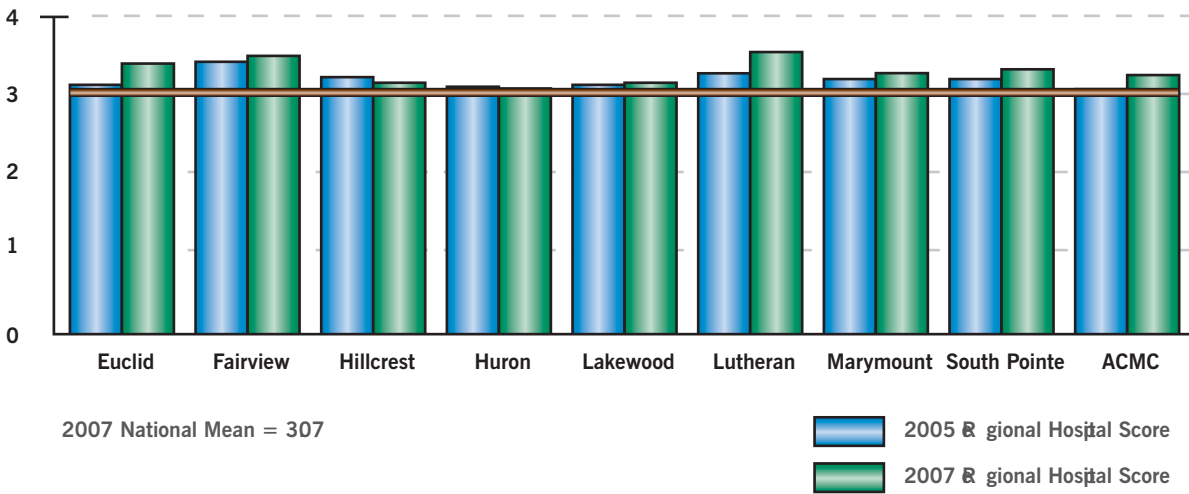
Physician Satisfaction

Cleveland Clinic Regional Hospitals measure physician satisfaction on an annual basis. The survey is conducted by an outside research firm that conducts physician satisfaction surveys for more than 650 acute care hospitals across the nation. This allows us to compare ourselves within our own region and across the country to take advantage of best practices and learn from our colleagues.

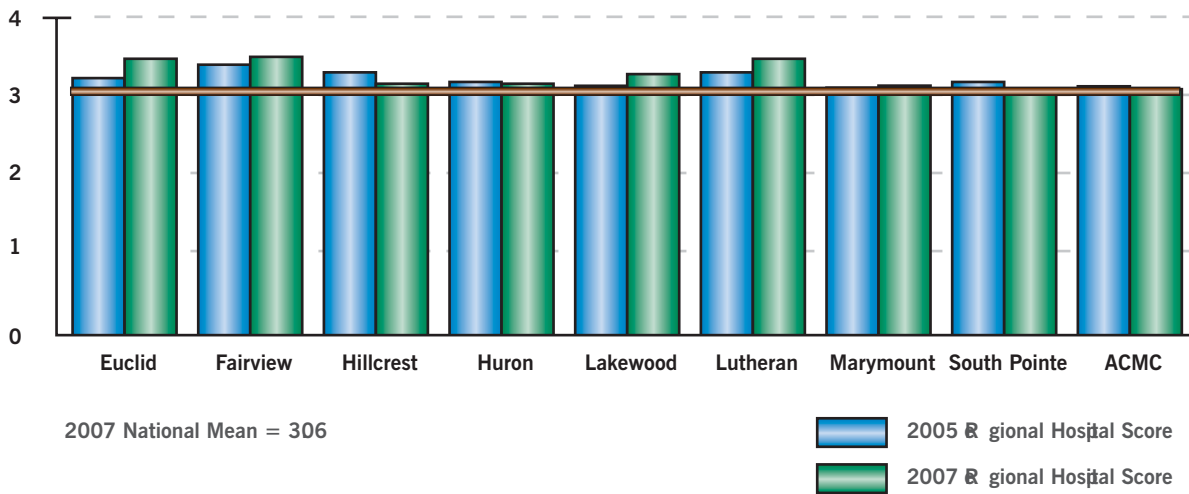
Three questions in the survey are felt to be strong predictors of physician satisfaction.

What follows are the results from the 2007 survey for those three indicators. Many of our hospitals performed well above the national norm on those questions.

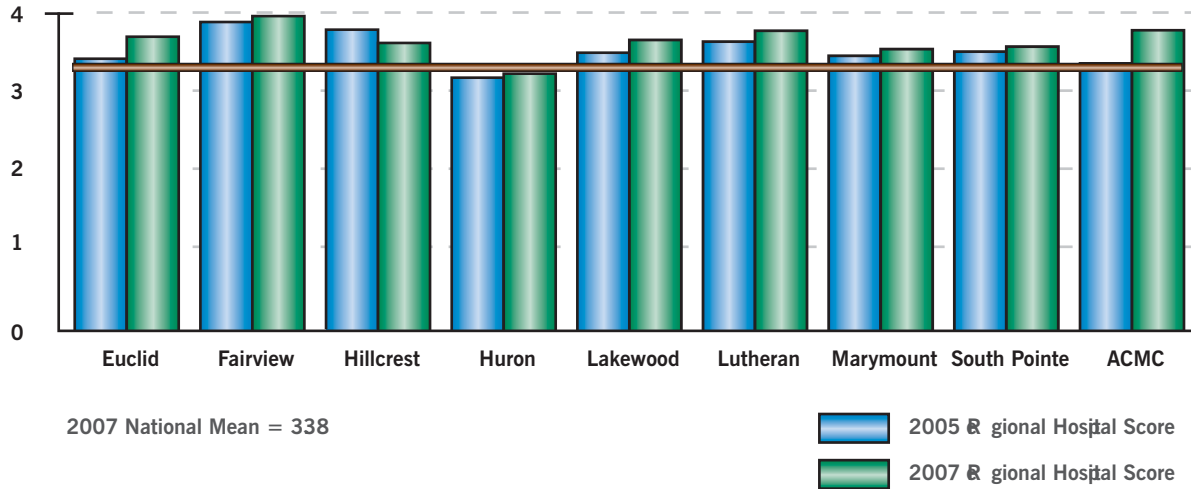
Overall Satisfaction with Hospital



Overall Satisfaction with Nursing Care



Would You Recommend



Supporting Physician Satisfaction

The Cleveland Clinic Regional Hospitals consistently strive to improve our hospitals to make them better places to practice medicine. The physicians who practice at our hospitals are truly our partners in providing the very best care to our patients.

The largest undertaking over the last few years is our conversion to an electronic medical record. There are several products of that conversion that have benefited regional hospital physicians and their patients.

MyPractice Community is an integrated, Internet-based electronic medical record system composed of integrated software modules created by Epic systems. MyPractice Community allows the physician to securely access your entire practice, anytime, from anywhere there is an Internet connection. All patient information, test results, orders, progress notes, medications and treatment plans are available in the physician office, in the hospital, from the

physician's home or from the road. Each member of the care team is able to connect in a single, efficient environment improving care for the patient.

DrConnect is another service available to community physicians designed to improve communication and patient care. DrConnect provides community physicians, who entrust patients to our Cleveland Clinic regional hospitals a convenient, online access to the electronic medical record information related to a patient's treatment progress.

Pre-certification services are now offered at all Cleveland Clinic Regional Hospitals for outpatient diagnostic studies or surgical procedures that your patient will receive at one of our hospitals. The pre-certification process was established to improve the hospital throughput process and patient satisfaction. After securing the necessary pre-certification, a fax confirming that the process is complete is sent to the physician's office.

Regional Hospitals Overview*

Euclid Hospital

18599 Lake Shore Boulevard, Euclid | 216.692.8690

Located along the picturesque Lake Erie shoreline, Euclid Hospital is a 371-bed acute care facility serving Euclid, the northeast neighborhoods of Cleveland, and surrounding communities in Cuyahoga County as well as suburbs in Lake County. The hospital is a regional leader in orthopaedics and rehabilitation.

Through its Center for Orthopaedics and Rehabilitation (CORE), patients can access a complete continuum of care, from preadmission testing and surgery, to inpatient and outpatient rehabilitation. Designated a Center of Clinical Excellence, the hospital's Rehabilitation Center provides comprehensive services for patients with trauma or neurologic, orthopaedic or reconstructive diagnoses.

In 2006, Euclid Hospital opened a new Emergency Department, featuring 23 treatment rooms. The staff handles both minor illnesses and injuries, and trauma. In 2007, the hospital opened a new geriatric psychiatry unit.

Fairview Hospital

18101 Lorain Ave., Cleveland | 216.476.7000

Founded in 1892, Fairview Hospital has 478 licensed beds and serves communities in the western suburbs. Fairview's clinical Centers of Excellence include emergency, heart, cancer, and women's and children's services.

Fairview is developing a national reputation in blood conservation, education and research through the Advanced Center for Bloodless Medicine and Surgery.

Last year, Fairview Hospital delivered more than 5,000 newborns – the busiest birthing center in Greater Cleveland. The hospital recently opened a \$14.5 million heart center, bringing advanced heart care to the west-side communities. Other service highlights include a comprehensive cancer program, a breast health center and gynecologic oncology program, pediatric emergency department, and a Level III neonatal intensive care unit.

Hillcrest Hospital

6780 Mayfield Road, Mayfield Heights | 440.312.4500

Opened in 1968, Hillcrest is a full-service, 424-bed hospital that serves the medical needs of Mayfield Heights and the surrounding communities within Cuyahoga County, as well as Lake, Geauga and Summit counties.

The hospital offers comprehensive cardiovascular services under the direction of The Cleveland Clinic's Department of Thoracic and Cardiovascular Surgery, catheterization labs, cardiac rehabilitation, diabetes education and vascular services. Cleveland Clinic Cancer Center at Hillcrest Hospital offers a full range of care, featuring Cleveland Clinic radiation oncologists and gynecological cancer services.

Other services include state-of-the-art inpatient and outpatient surgery, pain management and digestive health. Hillcrest delivers more babies than any other east side regional hospital. Babies with special needs are cared for in the Level II special care nursery. The hospital also features a pediatric emergency unit, inpatient pediatrics and Cleveland Clinic pediatric surgeons (on call 24 hours a day).

Hillcrest has begun a \$163 million expansion and renovation project, which is slated for completion by mid-2010.

Huron Hospital

13951 Terrace Road, East Cleveland | 216.761.3300

Huron Hospital, a 211-bed acute care teaching hospital located in East Cleveland, is committed to serving the health needs of the community, and is a leading treatment center for diabetes and chronic care. As a Level II trauma center supported by Cleveland Clinic neurosurgeons, anesthesiologists and orthopaedic surgeons, Huron Hospital treats severe traumatic injuries.

Other services offered at Huron include a Center for Minority Health that addresses the comprehensive health care needs of men and offers education to target healthcare disparities; a behavioral health unit with acute and chronic chemical dependency treatment; a family maternity center with a state-of-the-art labor and delivery unit; and outpatient pediatric care.

Lakewood Hospital

14519 Detroit Ave., Lakewood | 216.521.4200

Proudly celebrating more than 100 years of meeting the diverse healthcare needs of Lakewood and the neighboring communities, Lakewood Hospital is a 400-bed acute care hospital. The Cleveland Clinic Neurological Institute at Lakewood Hospital is one of Northeast Ohio's most comprehensive and advanced neuroscience programs. Lakewood Hospital is one of the few hospitals in the nation with a designated neuro integrated care unit, where patients remain in the same room from admission to discharge and are cared for by staff with extensive training in neuromedical care.

* Information on accreditations, certifications and awards is available at each hospital. All Cleveland Clinic hospitals were named "Northcoast 99 Best Places to Work in Northeast Ohio." Fairview and Hillcrest hospitals were named to the "100 Top Hospital" list by Thompson Healthcare. It is the tenth time Hillcrest has received this honor.

Last year, the diabetes center opened for diagnosis and treatment of diabetes and other endocrine disorders. Lakewood's heart care includes cardiac catheterization labs, a heart failure center and cardiac rehabilitation. The Emergency Department includes a Level II trauma center, adult express care and pediatric express care. Lakewood Hospital also has four outpatient centers that offer services such as primary care, OB/GYN, midwifery, geriatric assessment, teen health, and vein and vascular services. Lakewood Hospital is a designated primary stroke center.

Lutheran Hospital

1730 West 25th Street, Cleveland | 216.696.4300

Lutheran Hospital is a 204-bed acute care facility that has served the needs of Ohio City, downtown Cleveland and the West Side since 1896. The hospital offers a wide range of services for routine and specialized care, including primary care, orthopaedics, behavioral health, emergency medicine, pain management, physical and occupational therapy, rehabilitation, sleep disorder services, sports medicine, urgent care, urology and wound healing.

The Cleveland Orthopaedic and Spine Hospital at Lutheran offers comprehensive solutions to all orthopaedic and musculoskeletal disorders. Cleveland Clinic's adult inpatient psychiatric services were relocated to Lutheran Hospital in 2005. In 2008, a center for mood disorders treatment and research opened. Also in 2008, Lutheran Hospital opened a heart clinic, including heart failure monitoring and education, anticoagulation support, and preventive cardiology.

Marymount Hospital

12300 McCracken Road, Garfield Heights | 216.581.0500

Marymount Hospital is a 322-bed, acute-care hospital serving communities in southern and southeastern Cuyahoga County. Its 26-acre campus also includes a medical office building, a behavioral health center, and a new \$25 million critical care tower featuring an emergency department, intensive care unit and radiology services. Specialties include: cancer care, cardiology services, diabetes center, pain management, outpatient rehabilitation, stroke care and women's health.

The campus also is home to The Village at Marymount, a thriving community for independent seniors, as well as Villa St. Joseph, a nursing and memory care center, and Trinity High School. Offsite facilities include Medical Center, Broadview Heights; Marymount Urgent Care in Bainbridge; and an outpatient surgery center in Garfield Heights. Marymount Hospital is a Catholic hospital founded in 1949 by the Sisters of St. Joseph of the Third Order of St. Francis.



South Pointe Hospital

20000 Harvard Road, Warrensville Heights | 216.491.6000

South Pointe Hospital is a 275-bed community teaching hospital formed by the 1994 merger of Brentwood and Meridia Suburban hospitals, both of which began serving Cleveland's eastern suburbs in 1957. South Pointe offers a full continuum of health care services to the community including emergency medicine, orthopaedics, vascular services, surgical services, pain management and behavioral medicine.

A \$40 million wing was added in 2003, offering a surgery center, private intensive care unit and innovative education center. Satellite facilities offer primary care, outpatient testing, rehabilitation, occupational health, emergency and urgent care services.

Cleveland Clinic Affiliate

Ashtabula County Medical Center

2420 Lake Ave., Ashtabula | 440.997.2262

The Ashtabula County Medical Center (ACMC) is a private, full-service, not-for-profit acute care hospital providing inpatient and outpatient services since 1904. With 250 licensed beds, it is the largest medical center in Ashtabula County and the only provider of obstetric services in the county. The Ashtabula Clinic, an employed multispecialty physician group, offers family practice, internal medicine, neurology, orthopaedics, vascular and general surgery, urology, pulmonology and OB/GYN.

