

The care Cleveland Clinic provides does not end at our doorstep.

In addition to serving patients in our hospitals and clinics, we strive to uplift the communities our health system calls home. We cannot thrive as an organization if those around us are in need.

We are working in many ways to improve our neighbors' wellbeing.

Our highest priority is to protect vulnerable people. We are working with community partners to address urgent issues. These include easing food insecurity and childhood hunger; improving infant and maternal health; eliminating the threat of lead poisoning in homes; addressing mental health concerns, especially among children and adolescents; and ending the disparities that keep the underserved from getting care.

As a major employer, we seek to improve economic conditions for all. We do this by recruiting, training, hiring and promoting caregivers from our local communities; supporting neighborhood development projects and affordable housing; and doing business with diverse suppliers to help them grow and provide more good-paying jobs.

We create a better future by educating tomorrow's caregivers, helping young people explore healthcare careers, and funding lifesaving medical research.

In 2023, the total value of our community benefit contributions reached \$1.46 billion.

The following report provides more information about our efforts to build healthy communities.

Thank you for your continued faith in Cleveland Clinic.



Tom Mihaljevic, MD

CEO and President and Morton L. Mandel CEO Chair
Cleveland Clinic

In 2023, our community benefit contributions totaled **\$1.46 billion**.

Cleveland Clinic is a globally integrated multispecialty healthcare system with a proud history of serving the needs of the many communities we call home.

We were founded in 1921 as a nonprofit group practice. Our mission is: *Caring for life, researching for health, educating those who serve*. We are a community asset, with no owners, investors or stockholders. Any extra funds from operations are reinvested in the health system to fund new research and education initiatives and to continue our long-standing charitable efforts.

Cleveland Clinic has a tradition of addressing healthcare needs and providing benefits to the populations we serve. We continue to prioritize the health and well-being of our communities through our triennial Community Health Needs Assessments.

The community benefits provided by Cleveland Clinic are far-reaching, from providing healthcare for community residents to educating the next generation of healthcare professionals and funding medical research that leads to advanced treatments and cures.

Community benefit includes activities or programs that improve access to health services, enhance public health, advance generalizable knowledge and relieve government

burden. The primary categories for assessing community benefit include financial assistance, Medicaid shortfall, subsidized health services, community health improvement, education and research.

FINANCIAL ASSISTANCE

\$261.3 MILLION

Financial assistance is the amount of free or discounted medically necessary care provided to those patients unable to pay some or all their bills. Cleveland Clinic's financial assistance policy provides free or discounted care to patients with incomes up to 400% of the federal poverty level and covers both hospital care and our employed physician services. Financial assistance reported here does not include "bad debt," which is the amount of unpaid bills to the health system by patients who are able to pay. In 2023 Cleveland Clinic provided financial assistance to more than 111,000 patients.

Information about our policies is available in person, at clevelandclinic.org and on our regional hospitals' websites.

MEDICAID SHORTFALL

\$648.1 MILLION

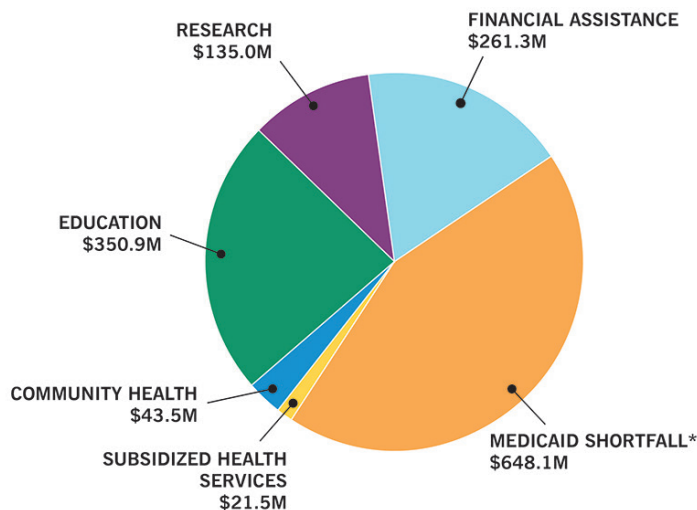
Cleveland Clinic is a leading provider of Medicaid services in Ohio. The Medicaid program, which provides healthcare coverage for low-income families and individuals, is funded by state and federal governments. In many states, including Ohio, Medicaid payments have not been sufficient to cover the costs of treating Medicaid beneficiaries. Medicaid shortfall includes net Hospital Care Assistance Program (HCAP) receipts of \$7.2 million. In 2023 Cleveland Clinic provided Medicaid coverage to 344,000 patients.

SUBSIDIZED HEALTH SERVICES

\$21.5 MILLION

Subsidized health services are clinical services provided to meet the needs of the community despite creating a financial loss. Subsidized health services within Cleveland Clinic include pediatric programs, psychiatric/behavioral health programs, obstetrics services, chronic disease

2023 CLEVELAND CLINIC COMMUNITY BENEFIT | **\$1.46 BILLION**



Includes all health system operations in Ohio, Florida and Nevada.

*Includes net HCAP receipts of \$7.2M.

management and outpatient clinics. Excluding financial assistance costs and Medicaid shortfalls, Cleveland Clinic provided subsidized health services in 2023 at a cost of \$21.5 million.

COMMUNITY HEALTH IMPROVEMENT

\$43.5 MILLION

The Cleveland Clinic Health System is engaged in a broad array of community health activities, many of which are designed to serve the most vulnerable and at-risk populations. Our programs range from free wellness initiatives, health screenings, clinical services and education to enrollment assistance for government-funded health programs. Our programs address documented health needs as identified in our comprehensive Community Health Needs Assessments: access to healthcare, behavioral health, chronic disease management, maternal and child health, and socioeconomic concerns. Health equity is an overarching priority in our Community Health Needs Assessments, community engagement strategies and community benefit programs.

In 2023 Cleveland Clinic provided or contributed to community health improvement for a total net community benefit of \$43.5 million.

Community Health highlights:

- Wellness initiatives to residents, schools and community-based organizations in the areas of mental health, personal safety, stress management, nutrition improvement and exercise.
- Supplemental nutrition programs to address food insecurity issues, including community farmers markets, urban gardens and food pantries to improve access to fresh local products.
- High-speed internet access to increase community residents' ability to take part in virtual clinical visits, schools and community forums.
- Professional support and cash donations to address significant community health needs such as lead exposure, substance abuse, emergency housing for women and children, pediatric mental health, and access to care.

- A community referral platform to ensure continued care and provision of social determinants of health resources among hospitals, community-based organizations and home.
- Collaborative initiatives with community nonprofit organizations and local governments to address critical issues, including infant mortality, addiction to prescribed opioids and overdose deaths.
- Workforce development programs for middle school and high school students to improve graduation rates, encourage secondary education and help obtain employment.

EDUCATION

\$350.9 MILLION

Cleveland Clinic is committed to education. We provide a wide range of high-quality medical education that includes accredited training programs for residents, physicians, nurses and allied health professionals. By educating medical professionals, we ensure that the public receives the highest level of medical care and will have access to highly trained health professionals in the future. In 2023, Cleveland Clinic's total expenditure in support of education was \$432.3 million, partially offset by \$81.4 million in grants and other external funding, resulting in a net expense of \$350.9 million.

RESEARCH

\$135.0 MILLION

Research into diseases and their cures is an investment in long-term health. From a community benefit standpoint, research includes basic, clinical and community health research, as well as studies on healthcare delivery.

In 2023, Cleveland Clinic's total expenditure in support of research was \$379.0 million, offset by \$244.0 million in grants and other external funding, resulting in a net expense of \$135.0 million.