

In 2021, our community benefit contribution totaled **\$1.41 billion**.

At Cleveland Clinic, it is our obligation to give back to the communities we call home. Our neighbors are our extended family. We cannot succeed unless those around us also do well.

I am proud to say that, in 2021, in a difficult economic environment for healthcare, the Cleveland Clinic Health System provided \$1.41 billion in benefit to the communities where we operate in Ohio, Florida and Nevada. That is \$100 million more than our 2020 community benefit contribution.

We serve our communities in many ways: by working to improve public health; by recruiting, training and hiring local people; by investing in neighborhood development projects; by contracting with diverse suppliers; by subsidizing the cost of healthcare for those in need; by educating future caregivers; and by funding medical research that will save lives.

All of those activities are important, but we are especially focused on helping the most vulnerable among us.

We continue to work with our community partners to eliminate dangerous lead in homes, reduce infant deaths, curb the prescribing of opioid drugs, provide affordable housing, and improve access to healthy food, preventive care, and mental health and substance abuse services.

Cleveland Clinic's hospitals are beacons of hope in their communities. But our doors should open outward, not just inward. We must shine that light and spread that hope far beyond our hospitals' walls, uplifting others as we rise. You have my promise that we will continue to do so.

Thank you for your faith in us.



Tom Mihaljevic, MD

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

Cleveland Clinic is a nonprofit, multispecialty academic medical center with a proud history of serving the needs of our surrounding communities and the nation. 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 making healthcare available for all 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

\$179.1 MILLION

Financial assistance is the amount of free or discounted medically necessary care provided to those patients unable to pay some or all of their bills. Cleveland Clinic's financial assistance policy provides free or discounted care to patients with incomes up to 400 percent 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 have the ability to pay. Information about our policies is available in person, at clevelandclinic.org and on each of our regional hospital's websites.

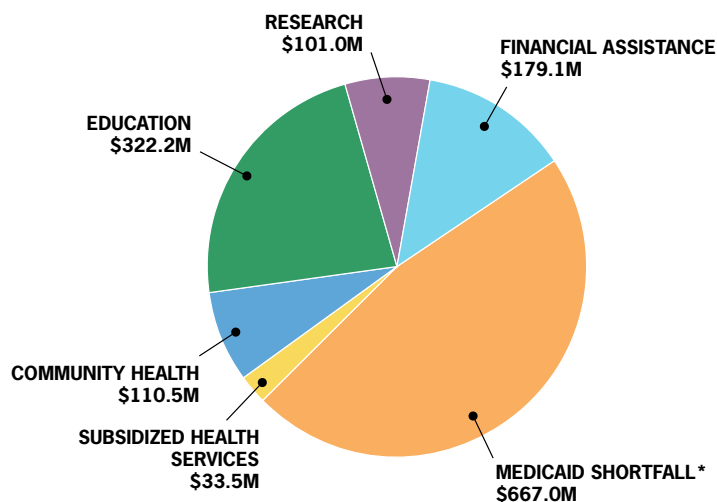
MEDICAID SHORTFALL

\$667.0 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

2021 CLEVELAND CLINIC
COMMUNITY BENEFIT

\$1.41 BILLION



Includes all health system operations in Ohio, Florida and Nevada.
*Includes net HCAP assessment of \$14.8M.

Medicaid beneficiaries. Medicaid Shortfall includes a net Hospital Care Assistance Program (HCAP) assessment of \$14.8 million.

SUBSIDIZED HEALTH SERVICES

\$33.5 MILLION

Subsidized health services are clinical services that are 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 management and outpatient clinics. Excluding financial assistance costs and Medicaid shortfalls, Cleveland Clinic provided subsidized health services in 2021 at a cost of \$33.5 million.

COMMUNITY HEALTH IMPROVEMENT

\$110.5 MILLION

The Cleveland Clinic Health System is actively 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.

In 2021, COVID-19 continued as a worldwide pandemic. Our programs continued to focus on providing virtual community health education, faith-based forums, testing sites for vulnerable populations, and economic resources.

In 2021 Cleveland Clinic provided or contributed to community health improvement for a total net community benefit of \$110.5 million, which includes \$87 million of uncompensated COVID-19 expenses and \$23.5 million in traditional community benefit expenses.

COVID-19 assistance highlights:

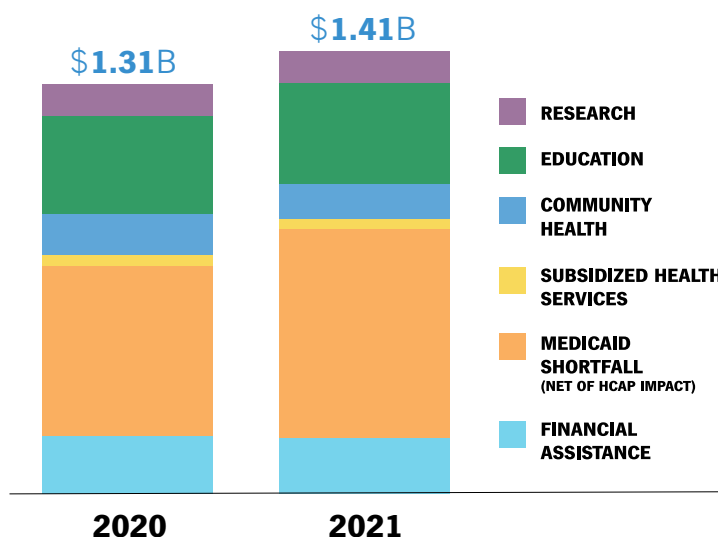
- COVID-19-related community health education and clinical services; vaccination sites in local neighborhoods; partnerships with public health departments and community-based organizations
- Wellness initiatives to residents, schools and community-based organizations in the areas of disease prevention, including COVID-19 protocol, personal safety, behavioral health, stress management, nutrition improvement and exercise

Traditional ongoing community health activities:

- Identification and removal of harmful sources of lead exposure from homes in the city of Cleveland
- Support for Hitchcock Women's Center, providing women and their children with housing while receiving substance abuse treatment.
- Community referral platform to ensure continued care among hospitals, community-based organizations and home.
- High-speed internet access to Cleveland's Fairfax neighborhood to increase residents' ability to take part in virtual clinical visits, schools and community forums.
- Donations of food and personal protective equipment to community-based organizations.
- Community farmers markets, urban gardens and a mobile food pantry to improve access to fresh local products, and supplemental food programs to address food insecurity issues.
- Collaborative initiatives with community nonprofit organizations and local governments to address critical population issues, including reducing opioid addiction and infant mortality. Taskforce strategies focused on decreasing opioid prescription use and overdose deaths.
- Hospitals and counties provided services to decrease infant mortality, including proactive centering programs and community health workers.
- Workforce development programs for middle school and high school students to improve graduation rates, encourage secondary education and help obtain employment.

2021 CLEVELAND CLINIC COMMUNITY BENEFIT

\$1.41 BILLION



EDUCATION

\$322.2 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. For 2021, Cleveland Clinic's total expenditure in support of education was \$326.3 million, partially offset by \$4.1 million in grants and other external funding, resulting in a net expense of \$322.2 million.

RESEARCH

\$101.0 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. COVID-19 highlighted the significance of research as a community benefit. Cleveland Clinic researchers contributed to hundreds of academic publications on the pandemic. Their findings increased knowledge about the virus and how best to respond to it.

For 2021, Cleveland Clinic's total expenditure in support of research was \$266.7 million, offset by \$165.7 million in grants and other external funding, resulting in a net expense of \$101.0 million.