

In 2020, our community benefit contribution totaled **\$1.31 billion**.

At Cleveland Clinic, caring for the communities we call home has always been among the most important things we do.

The arrival of COVID-19 in 2020 further heightened our obligation — and our resolve — to help our neighbors.

The pandemic posed unprecedented challenges, both for our healthcare system and for those who count on us. As caregivers, we made a commitment that we would get through the crisis together. Like a family, we faced the tough times by making mutual sacrifices and managing our resources so that we could continue to meet others' needs.

I am proud to say that during this most difficult year in our century-long history, the Cleveland Clinic health system provided \$1.31 billion in community benefit — the highest level we have ever reported.

Our traditional contributions to our communities' wellbeing include providing free or discounted medically necessary care and clinical services, working to improve public health, educating medical professional and conducting research to fight disease.

In addition, we undertook numerous special initiatives in 2020 to lessen COVID-19's impact. Those efforts carried a significant cost to the organization — more than \$100 million in uncompensated COVID-related expenses — but they were the right thing to do for the communities we serve. They are an investment in our shared future.

As Cleveland Clinic begins its second century, we rededicate ourselves to the betterment of the people and places that are our lifetime partners in good health. Thank you for your continued trust in us.



**Tom Mihaljevic, MD**

CEO and President

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 with a tripartite mission to care for the sick and to improve patient care through research and education. And we remain a community asset, with no owners, investors or stockholders. Any and all extra funds from operations are invested back into the health system to fund new research and education initiatives and to continue our longstanding charitable efforts.

Cleveland Clinic has a tradition of addressing health service 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

**\$185.8 MILLION**

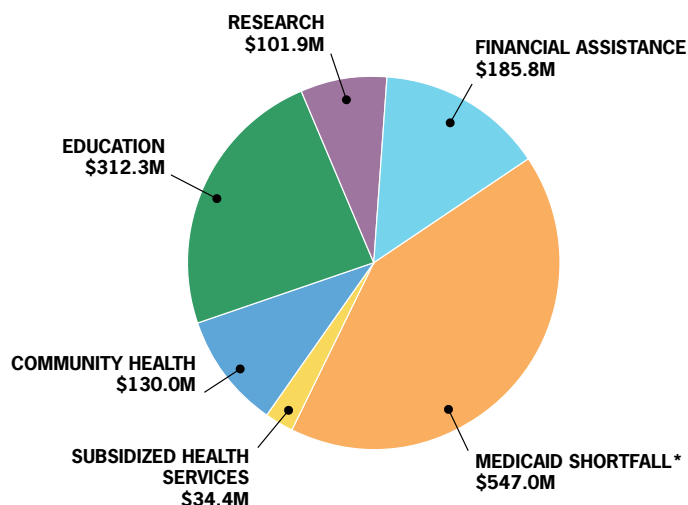
Financial assistance is the amount of free or discounted medically necessary care provided to those patients unable to pay some or all of their bills. Cleveland Clinic's financial assistance policy provides free or discounted care to patients with incomes up to 400 percent of the federal poverty level 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](http://clevelandclinic.org) and on each of our regional hospital's websites.

### MEDICAID SHORTFALL

**\$547.0 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

## 2020 CLEVELAND CLINIC COMMUNITY BENEFIT | **\$1.31 BILLION**



Includes all health system operations in Ohio, Florida and Nevada.  
\*Includes net HCAP assessment of \$14.3M.

payments have not been sufficient to cover the costs of treating Medicaid beneficiaries. Offset by net receipts of \$14.3 million from Ohio's Hospital Care Assurance Program (HCAP), our Medicaid shortfall was \$547.0 million.

### SUBSIDIZED HEALTH SERVICES

**\$34.4 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 2020 at a cost of \$34.4 million.

### COMMUNITY HEALTH IMPROVEMENT

**\$130.0 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.

At the time of 2020 Community Benefit report release, COVID-19 emerged as a worldwide pandemic. Our programs shifted focus to providing virtual community health education, faith-based forums, testing sites for vulnerable populations, and economic resources.

In 2020 Cleveland Clinic provided or contributed to community health improvement for a total net community benefit of \$130 million. That amount includes \$101 million of uncompensated COVID-19 expenses and \$29 million in traditional community benefit expenses.

COVID-19 assistance highlights:

- Pandemic-related community health education and clinical services; added surge capacity; testing sites in local neighborhoods; partnerships with public health departments and community-based organizations.
- Faith-based forums for key community leaders on COVID-19 education and healthcare access.
- 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.

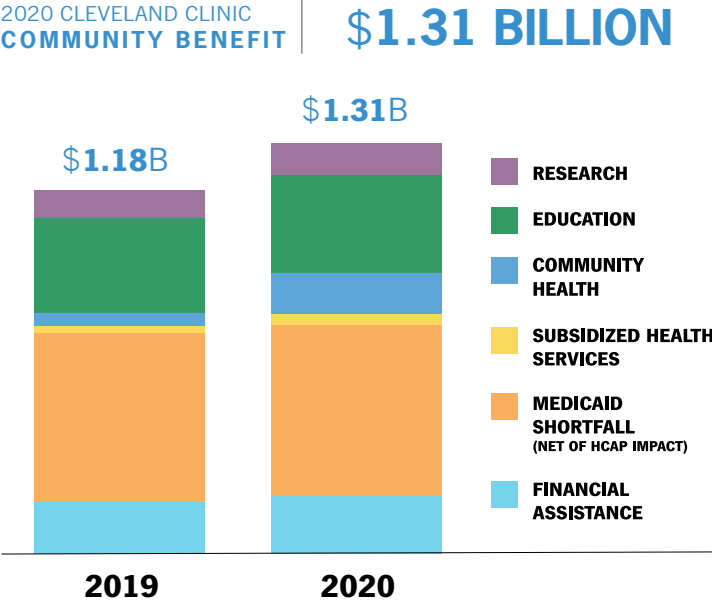
Traditional ongoing community health activities:

- High-speed internet access to the Fairfax neighborhood near our main campus 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.
- Workforce development programs for middle school and high school students to improve graduation rates, encourage secondary education and assist in obtaining employment

EDUCATION

\$312.3 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 2020, Cleveland Clinic's total expenditure in support of education was \$314.3 million, partially offset by \$2.0 million in grants and other external funding, resulting in a net expense of \$312.3 million.

RESEARCH

\$101.9 MILLION

Research into diseases and potential cures is an investment in people's long-term health. From a community benefit standpoint, research includes basic, clinical and community health research, as well as studies on healthcare delivery. In 2020, 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. Our researchers developed the world's first COVID-19 risk-prediction model, enabling healthcare providers to calculate an individual patient's likelihood of testing positive for infection as well as their probable outcome from the disease.

For 2020, Cleveland Clinic's total expenditure in support of research was \$261.7 million, offset by \$159.8 million in grants and other external funding, resulting in a net expense of \$101.9 million.