

Community Benefit Report – 2016

Connecting our Past with our Future Transforming Lives





The Tradition of Serving our Community Continues

Marlo Schmidt
Director, Community Benefit

Cliff Deveny, M.D.
Interim President and CEO

Robert DeJournett
Director, Community
Relations & Diversity

In Summa Health's rich 125-year history, we have witnessed tremendous strides in the world of healthcare.

Some changes are obvious. The practice of medicine barely resembles where we started. Technology and medical research have had an incredible impact on how patients are treated and healed. What was once one hospital in Akron has grown to a network of hospitals, community-based health centers, a health plan, an accountable care organization and more, helping more than one million patients each year.

But one thing that hasn't changed is our commitment to the people we serve. Since our founding, Summa Health has been dedicated to taking care of community members, regardless of race, nationality, color, gender or ability to pay.

We are here to aid all members of our community, and use our original guiding principles as the framework for our work today. These unwavering values allow us to connect our past with our future, and continue to transform lives in our region each and every day.

Even though our locations may have grown and medicine may have advanced, we are still here to serve. Our focus on population health management strongly supports the idea of supporting our community and aligns with the goals of community benefit. We work tirelessly to improve the health of the entire region, one patient at a time.

COPY OF WILL OF BONIFACE DeROO.

Referred to in President Barber's Address.

In the name of the Benevolent Father of All, I, Boniface De Roo, do make and publish this my last Will and Testament:

First—I desire that all my just debts be paid first, including funeral expenses.

Second—I hereby direct my Executors to appropriate one thousand dollars as follows: two hundred dollars for the purchase of a lot in the Akron Rural Cemetery; three hundred dollars to the Trustees of the Akron Rural Cemetery Association,

and to their interest, which I am caring for, imp

Third—In a appropriate and coffin without p

Fourth—I d body at the tin thereafter that n vault, there to rference or intru

Fifth—The t be paid over by in trust and a estate, erection same for a City without distinct vided for, and w to pay for the s

Sixth—In th not sufficient in expenses necess is to invest said this will and its by other additions of like character and appropriations, which it is anticipated will be made by the city, shall be sufficient to create and maintain said institution.

Seventh—It is my desire that said Hospital shall bear the name of the person donating the largest sum of money for the erection and maintenance of said Hospital.

Boniface DeRoo's last will and testament launched Akron City Hospital and established our foundation of serving the community.

Fifth – The balance of my estate, both real and personal, shall be paid over by my said Executors to the City of Akron, to be held in trust and appropriated by said city for the buying of real estate, erection of necessary buildings, and maintenance of the same for a City Hospital, wherein inmates and infirm persons without distinction of race, nationality, color or sex may be provided for, and without charge or compensation in case of inability to pay for the same.

Whether through free services for veterans dealing with trauma, volunteering in our community, or free wigs provided to cancer patients, we maintain our tradition of caring for our members with the highest quality of care we can.

In 2016, Summa Health contributed \$100.3 million in community benefit. This report highlights some examples of our commitment to being a strong presence in our area and demonstrates our unwavering commitment to the health of the populations we serve. Every day, we contribute to making our region a better, healthier place to live – making a difference for our community. 🏡



Healing Mind, Body and Spirit

A cancer diagnosis can be scary. Patients may experience a myriad of emotions, including fear, anger and sadness. They not only have physical challenges to conquer, but emotional ones, too. The stress and emotional issues that come with a diagnosis can seem overwhelming.

The Summa Health Cancer Institute recognizes that cancer affects your entire life. Its goal is to make the difficult journey from cancer diagnosis through cancer treatment, recovery and survivorship as seamless as possible. To fully support its patients, the Summa Health Cancer Institute offers a number of services to treat a cancer patient's whole body at the Renewal Nook.

Patients who visit the Renewal Nook leave the clinical side of their care at the door. When they enter the space, they are treated to a spa-like experience and can choose from several complimentary services.



Hair loss is a difficult and emotional side effect of cancer treatment. Many patients choose to get a wig to help ease them through the hair loss with confidence and grace. At the Renewal Nook, patients can visit the Wig Salon and choose from a variety of products. These free wigs are provided through a generous partnership between The American Cancer Society and the Summa Health Cancer Institute.

Christina White, Manager, Support & Family Programs, Summa Health Cancer Institute, fits patients for wigs.

"The patients at the Cancer Center are magical," she shared. "I'm allowed to care for patients in a special way. I'm very blessed to be able to do that."

Patients can also visit the therapy room for a much-deserved massage or Reiki therapy. Massage or Reiki therapy can help cancer patients reduce stress, improve sleep which can be so elusive before and during treatment, ease anxiety and reduce pain.

"I have seen patients transform from being tired, full of anxiety and slow moving because of pain into someone who is relieved, relaxed and walking tall as a result of the amazing work our massage therapists provide in the Renewal Nook," added White.

The Renewal Nook also offers a consult room, a private space for a consultation with providers for a quieter setting to discuss care options, social work issues, family concerns and more. This private space is ideal for a family that needs a space to discuss care decisions, a patient that needs time to reconcile with diagnosis or for discussions with outside consultants, such as legal representatives.

All of these services are available free of charge to patients, and to any patient with a cancer diagnosis regardless of where they receive treatment.

"This is a wonderful program for women and men who are suffering with cancer," shared Winona Large, a cancer patient. "It has really given me such relief."

Through its offerings, Summa Health's Renewal Nook is helping patients face cancer with hope. 🏠



Combating the Opioid Crisis

Summa Health opened its visionary doors more than 75 years ago at Summa Health System— St. Thomas Campus as the first hospital-based unit in the country dedicated to the treatment of alcoholism. At that time, no one could have predicted that Summa Health would ever treat thousands of patients a year for alcoholism and other addictions. But that is exactly what has happened.

Many addiction cases are for opioids, substances that reduce the intensity of pain. These can come in the form of a prescription or street drugs like heroin.

The opioid epidemic is growing at an alarming rate, with some estimates as high as 53,000 deaths a year by opiate overdose. And this community is not immune. According to the Summit County Opiate Task Force, the impact is staggering:

- In 2013, **60 local families lost a loved one to an accidental overdose.** For 2016, that number is projected to reach 300.
- In 2014, about **every three days a baby was born addicted to opioids.**
- **15.6 percent of Summit County high school students** reported using a prescription drug without a doctor's prescription one or more times during their life.

The last statistic helps shed some light as to how addiction can start. Maybe a young teen is not getting along with friends and needs to feel "good" for a while, so they experiment with unused pain medications in the home. Or perhaps, after an injury or medical procedure, a person can't stop taking the pain medication and needs more and more to feel the same way over time.

According to the Substance Abuse and Mental Health Services Administration, four out of five heroin users first began with recreational use of prescription pain relievers.

This data helps to illustrate that addiction is a slippery slope which can begin with the abuse of prescription drugs. Summa Health is committed to stopping this slide into addiction.

In 2016, Summa Health was a sponsor of the Opiate Forum to help increase community awareness and education regarding the epidemic. Summa Health participated in national prescription drug take-back days to remove thousands of prescriptions off the streets.



In 1939, Sister Mary Ignatia (above), hospital registrar at Summa Health System – St. Thomas Campus, and Dr. Robert H. Smith (Dr. Bob) created the first hospital-based unit in the country dedicated to the treatment of alcoholism.

In addition, Summa Health expanded its Centering Pregnancy® program, which offers education and guidance specifically for mothers-to-be with addiction issues. Classes like this help reduce pre-term births by 47 percent, giving babies a much better chance in life.

Summa Health Behavioral Health Institute continued to offer both inpatient and outpatient programs to people addicted to heroin and other narcotics. Summa Health also started an addiction medicine fellowship to train physicians in the practice of addiction medicine and increase the available workforce to help community members.

Addiction can happen to anyone. It does not discriminate based on age, socioeconomic status or the color of skin. It can begin innocently. But through strong education programs with community partners, prevention techniques like ways to safely discard prescriptions, and enhanced treatment resources, working together Summa Health and community members can help quell the tide of this epidemic. 🏠



Helping Veterans Cope with Trauma

Sadly, intense, often life-threatening events happen every day in society.

"Trauma affects everyone," explained Patrick Palmieri, Ph.D., James and Vanita Oelschlager Chair in Traumatic Stress and the director of the Summa Health Traumatic Stress Center. "Most people will experience a trauma in their lifetime, such as military combat, domestic violence, terrorism, a serious car or workplace accident, sexual assault, natural disaster, or witnessing death or injury. And virtually everyone knows someone who has been traumatized."

However, while some people experience short-term distress after such an event, for others it can develop into a chronic issue such as post-traumatic stress disorder (PTSD). The person may feel scared, confused or angry and undergo flashbacks, nightmares and severe anxiety. These symptoms may start right after an event or take years to develop, and cause significant problems at work or at home.

Many people think PTSD is diagnosed predominantly in veterans, but that's not true.

"PTSD is an important veteran topic, but it can happen to anyone," said Dr. Palmieri.

According to the U.S. Department of Veterans Affairs, eleven to 20 percent of veterans who served in Operations Iraqi Freedom and Enduring Freedom experience PTSD, compared to about eight percent of the general population. It is estimated that about 30 percent of Vietnam Veterans have had PTSD in their lifetime.

To help this esteemed population, psychology post-doctoral fellows from Summa Health's Traumatic Stress Center visit Valor Home Summit County and Valor Court to provide five-week group-based programs to veterans experiencing traumatic stress.

"We try to normalize their experience," shared Stacey Bradbury, Ph.D. Trauma can feel confusing and isolating, she explained. However, when they share as a group, the veterans can relate to each others' experiences and validate their own experience.



"The Summa Health group is one of the favorite groups for our veterans," said Michael Semon, Program Manager at Valor Home, an organization that provides transitional housing to homeless male Veterans in Summit County. "The sessions reach them on a more personal level, touching on subjects that affect them and bringing them into the light. We see some Veterans in anguish and Summa Health has been able to help fill a gap with treatment on a more frequent basis at no cost to them. It has helped them tremendously."

Valor Court is a specialized docket serving those who have served our country by connecting them to services to help them rebuild family and community ties.

"On behalf of the Summit County Valor Court, I am grateful for the partnership with Summa Health and its behavioral health professionals who provide support and treatment for our veterans in Summit County," said Judge Amy Corrigall Jones. "Summa Health has demonstrated a commitment, not only to our service members, but to our community." 🤝



Supporting the Community through Volunteering

Volunteerism is a guiding principle at Summa Health, and has been since Summa Health opened its doors. It is one of the most important ways the health system supports the community, making a true impact.

Summa Health employees volunteer countless hours each year, strengthening communities and improving lives. One group of employees that volunteered at a number of events throughout 2016 was Summa Health's Employee Resource Groups (ERGs): DRIVE (Developing and Retaining Individuals with Vision and Energy), EXCEL (advances the inclusion, retention and career mobility of Summa's African-American employee population) and A+PLUs (lesbian, gay, bisexual and transgender employees, patients plus allies).

Throughout the year, ERG members demonstrated servant leadership at numerous events.

In September, A+PLUs participated in Operation Orange, a 24-hour volunteer opportunity at the Akron-Canton Regional Foodbank. Volunteers worked in the Foodbank's 83,000 square-foot warehouse on a variety of projects to keep up with the growing demand for emergency food in the area.



Employees also volunteered at Elves and More Northeast Ohio in December. Each year during the holiday season, they go to an undisclosed neighborhood in the area and give brand new bikes to children in need. Their sole purpose is to bring hope and joy to children living in poverty.

"I have participated with this event for more than ten years," said Karen Carson, MS, MA, PT, a member of A+PLUs. "What I find so special about this program is

not only watching hundreds of volunteers participate with building approximately 1,000 bikes, but when you get to deliver the bikes to the community. When you take children by the hand to pick out their bikes, seeing the excitement and smiles on their faces makes you realize that you not only gave them a gift, but you probably have impacted their lives."

DRIVE members also got into the holiday spirit and volunteered for the Salvation Army. Employees and their family members, several as young as age three, rang bells on two different days to show support for the Salvation Army. "One of

the proudest moments I had as a Summa Health employee was volunteering for the Salvation Army by ringing the bell for their kettle," said Eric Chojnacki, DRIVE's Chair. "This opportunity allowed us to not only participate together as a

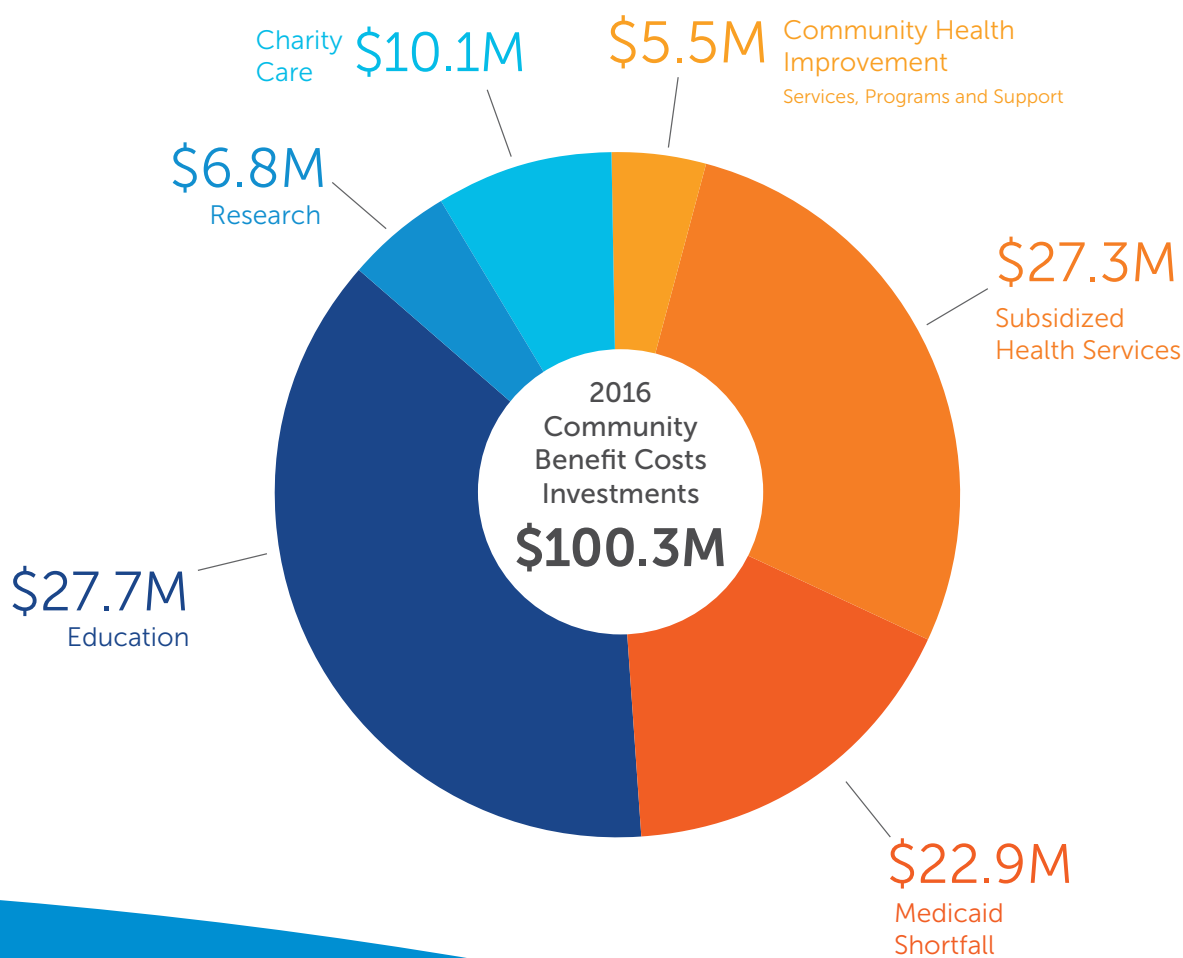
family and help those that are less fortunate in our community, but it also helped raise the awareness of those that are afflicted by poverty and homelessness.



"It's those early life lessons that create the foundation for my children to have kind and generous hearts as they grow older and become more independent in their lives."

These employees are teaching the next generation the importance of volunteering. Their actions are producing servant leaders for generations to come. 🙌

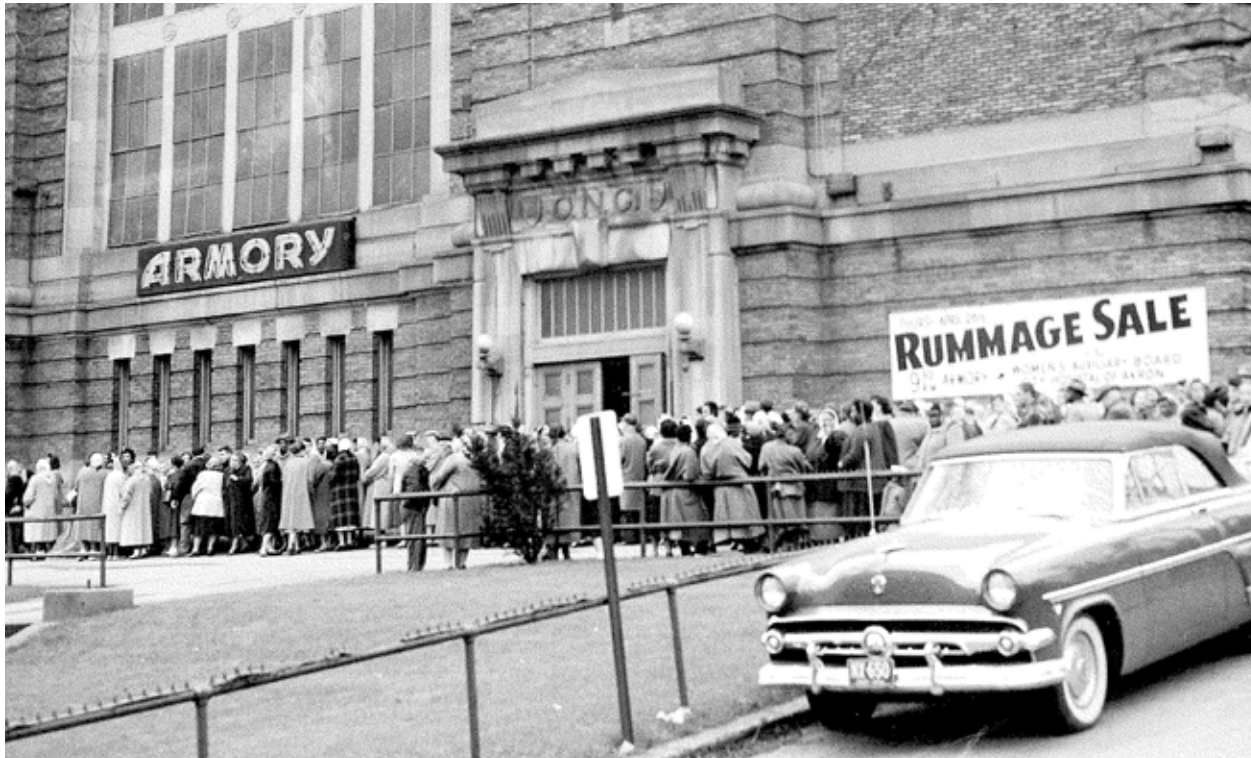
Community Benefit Summary 2016



Summa Health and Affiliate*

- \$10.1M** Charity Care
- \$22.9M** Medicaid Shortfall
- \$27.7M** Education
- \$27.3M** Subsidized Health Services
- \$6.8M** Research
- \$5.5M** Community Health Improvement Services, Programs and Support

*To measure and report community benefit, Summa Health, which includes Summa Health System—Akron, Barberton and St. Thomas Campuses, Summa Health Medical Group and Summa Rehab Hospital, a joint venture between Summa and Vibra Healthcare, follows Internal Revenue Service and Catholic Health Association guidelines.



Charity Care (at cost)

As one of the area's top safety net provider, in 2016 Summa Health provided more than \$10 million in charity care. This amount represents the net costs, not charges, associated with providing care and does not include bad debt.

Patients with incomes up to 200% of the federal poverty income guidelines, or who have a hospital bill that exceeds 25% of their gross annual income are eligible to apply for charity care assistance. In addition, there is a sliding scale discount program for those who have income between 200% and 400% of the federal poverty income guidelines. In 2016, the charity care program benefited more than 15,600 patient encounters.

Un-reimbursed Cost of Medicaid

In 2016, Summa Health's unpaid costs for Medicaid totaled nearly \$23 million. Ohio Medicaid reimbursements historically have not covered the cost of providing the care to the Medicaid beneficiaries.

Community Health Improvement Services

A large part of Summa's work is offering preventive and wellness programs to build a healthier community. Throughout 2016, Summa provided more than \$4.2 million

to help fund vital health improvement activities such as free and low-cost health screenings, health education services and wellness programming.

Health Professions Education

Summa Health offers a strong medical education program and fosters a sought-after learning environment for the next generation of healthcare professionals. At Summa's hospitals, approximately 279 graduates from U.S. and international medical schools train in 19 accredited residency and fellowship programs and more than 40 percent of program graduates remain in the community to practice at Summa hospitals. Summa Health has also invested more than \$27 million of its resources to provide clinical learning experiences in medicine, nursing and allied health.

Subsidized Health Services

Summa Health is committed to providing subsidized health services – clinical services that meet an identified community need and are provided despite a financial loss. Vital services such as the Summa Health Senior Health Center, Summa Health Traumatic Stress Center, the Summa Health Dental Clinic and our diabetes education efforts are offered even though

they are not profitable. In 2016, the cost of our subsidized health services exceeded \$27 million.

Research and Innovation

Summa Health is committed to population health management, where our goal is to improve the health of our patients, lower the cost of care we provide, and ensure the care we deliver is efficient and satisfying. Research is a cornerstone of achieving this mission— we must constantly transform and test ourselves and our practices in order to innovate the care we deliver.

Research & Innovation not only helps us improve the care we provide, but offers our patients access to cutting-edge therapies and technologies to improve the overall health of our patients and our community. Over the past decade, Summa has demonstrated its dedication to the advancement of medical knowledge through significant investments in staffing and infrastructure. In 2016, Summa contributed a net cost of \$6.8 million to explore potential new therapies, care coordination improvements and treatment options.

Summa currently has more than 100 open clinical trials across specialties such as cancer, cardiology, neurology and infectious disease. For example, Summa Health is currently enrolling volunteers in a study using adult stem cells, which are injected into the heart muscle of patients who have experienced an acute heart attack, in order to evaluate the therapies ability to improve healing and heart function. Researchers at Summa are also evaluating a new approach to treat resistant atrial fibrillation using Summa Health's new Hybrid Operating Room, which uses coordinated care between electrophysiology and cardiothoracic surgery physicians to treat both the inside and the outside of the heart.

Summa recognizes that the health of our patients and the population of our community is dependent on not just treating them with the most innovative, proven therapies, but by researching and discovering the treatments and best practices we will use in the future.


Financial and In-kind Donations

Every year, Summa participates in numerous community programs and contributes financial assistance and in-kind services to support community organizations and events that provide care and promote health and wellness. Examples include neighborhood health facilities such as OPEN M and Faithful Servants Care Center. Summa also provides support to the Austen BioInnovation Institute in Akron's (ABIA) Center for Clinical and Community Health Improvement to help develop care delivery models. In total, Summa contributed more than \$1.3 million to community organizations in 2016.

Community Building Activities

Summa Health provided strong leadership and support in various regional alliances and initiatives designed to revitalize our community. Summa is working to address workforce shortages through numerous partnerships, including Northeast Ohio Health Science and Innovation Coalition (NOHSIC). Summa also has a strong alliance with Akron Public Schools to help students explore healthcare careers. Summa's financial contributions to community building activities in 2016 totaled more than \$17,539.

Bad Debt Expenses

An important part of Summa's commitment to providing quality and accessible healthcare includes covering the expenses of payments that were expected but not received. While Summa Health recognizes that the cost of bad debt is part of the cost of doing business, Summa believes that it is important to report these costs to show the total picture of how much care Summa Health provides to the community without full reimbursement. In 2016, the cost for bad debt exceeded \$15.5 million. 



2016 Community Benefit Committee Members

(from left to right)

First Row:

Carla Chapman Sibley
Akron Public Schools

Marlo Schmidt
Summa Health

Brenna Herman
Akron Metropolitan Housing
Authority

Tonya Block
Summit County Public Health

Jonathan Pavloff
Community representative

Second Row:

Rob Whitehouse

Aimee Wade
ADM Board of Summit County

Thomas Harnden
Community representative

Seth Kujat
United Way of Summit County

Dave Lieberth
Chairman

Not Pictured:

David Brinkman-Sull, Ph.D.
Vice Chair of Psychiatry and Chief
Psychologist Summa Health

Pastor Mark Ford
Love Akron

Ben Walker
Retired - Haven of Rest Ministries

Scott Weiner, M.D.
Chair, Department of Orthopaedics
Summa Health



summahealth.org

