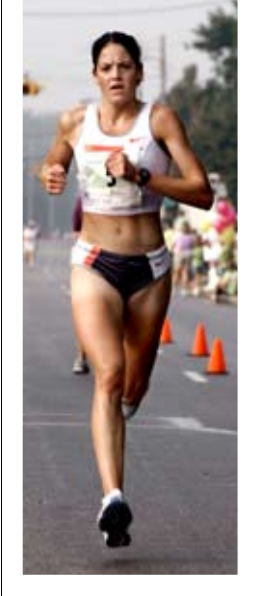


LESS
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- Renovated Hospital Cafeteria and Physician Dining Room
- Opened third Cardiac Cath Lab and renovated patient recovery area
- Renovated Outpatient Registration area
- Expanded Pain Management Center
- Opened new Pharmacy on second floor
- Completed major upgrades to Surgical Suites
- Opened Outpatient Infusion Center
- Implemented Therapeutic Hypothermia Protocol for post cardiac arrest state
- Implemented PACS in Radiology Department
- Implemented Swallow Evaluation protocol for stroke patients
- Implemented Vascular Access Services for Same Day Dialysis Patients
- Activated Hospital Incident Command System (HICS) in response to the H1N1 pandemic situation (over 650 individuals vaccinated and 980 ER patients with influenza-like illness treated since October 1, 2009)
- Scheduled implementation of digital mammography in third quarter 2010
- Opened new Nuclear Medicine Department
- Opened new Skills Lab for EMS and SJMC staff

North Coast Challenge



Mission/Community

- Hosted 2009 and 2010 North Coast Challenge run and walk fund-raisers with net proceeds benefiting Westlake Charities
- Hosted 2009 and 2010 Top Chef fund-raisers with net proceeds benefiting Community Outreach Programs; event recognized as one of the premier fund-raisers in Cleveland
- Hosted 2009 and 2010 Festival of the Arts weekends with net proceeds benefiting Community Outreach
- Received 2009 Westlake Community Involvement Award by the City of Westlake
- Sponsored 2009 and 2010 Employee Golf Outing fund-raisers with net proceeds benefiting the SJMC Hope Fund, which provides financial assistance to employees in need
- Instituted "Compassion Lives" recognition program
- Implemented "Excellence in Action/Excellence in Service" program
- Received North Coast 99 Award as one of the Northeast Ohio Top Workplaces
- Instituted Guardian Angel program to improve the patient experience
- Awarded "Top 75 Employers in Northeast Ohio" by *The Plain Dealer*

Great People, Doing Great Things.



2009/2010 Milestones

Great People, Doing Great Things.

ST. JOHN MEDICAL CENTER
A CATHOLIC HOSPITAL



www.stjohnmedicalcenter.net

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Cliff J. Coker
President
St. John Medical Center

Dear Neighbor:

The employees and medical staff of St. John Medical Center are extremely proud of the many milestones that our medical center has achieved over the past 18 months. So proud, in fact, that they wanted to share these accomplishments with you.

Please look through this summary of our 2009/2010 milestones to learn how our team is helping to make St. John Medical Center the leading health care provider on Cleveland's West Side.

New Clinical Services and Facility Upgrades

- Opened new eight-bed Intermediate Care Unit
- Opened the St. John Medical Center Balance Center, first of its kind in the area
- Opened Northeastern Ohio Kidney Stone Center at St. John Medical Center, first of its kind in the area
- Opened Holistic Birthing Center

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Great People, Doing Great Things.

Quality

Recognition

- American College of Cardiology Foundation's NCDR ACTION Registry – GWTG Gold Performance Achievement Award
- Becker's Hospital Review named SJMC as one of the 20 Best Community Hospitals in America
- 2009 Thomson Reuters 100 Top Hospitals: Cardiovascular Benchmarks Award for patients with heart failure and heart attack
- 2010 Thomson Reuters recognition as one of the Best 100 Community Hospitals in the Country
- 2010 Lifeline Recognition Award by the American Heart Association for the treatment of STEMI patients within 90 minutes – Bronze Level
- Sodexo Regional Quality Service Award: SJMC Nutritional Services
- HealthGrades recognition as one of the Top 50 Hospitals in America
- HealthGrades recognition as a Distinguished Hospital Award for Clinical Excellence given to the top five percent of hospitals in the nation for hospital-wide clinical excellence

- NEO Success Award from *Inside Business* based on revenue and employment growth
- HealthGrades Stroke Care Specialty Excellence Award given to the top 10 percent of hospitals nationwide for stroke care
- Only hospital in Northeast Ohio to become Level III Trauma Center, Chest Pain Center and Primary Stroke Center
- Emergency Department chosen by Team Health as one of the top-performing in America
- American Heart Association and American Stroke Association Silver Plus Award for Stroke Quality Measures
- 2009/2010 Skilled Nursing Unit named one of the 25 Best in Ohio for Patient Satisfaction by the Ohio Department of Aging
- Echocardiography Laboratory granted Accreditation by the Intersocietal Commission for the Accreditation of Echocardiography Laboratories
- Computed Tomography (CAT or CT) Scan granted Accreditation from the American College of Radiology

Achievement

- Facility-acquired pressure ulcer occurrence lower than National Benchmark
- Re-accreditation as a **Chest Pain Center with PCI** by the Society of Chest Pain Centers
- Re-accreditation as a **Primary Stroke Center** by The Joint Commission
- Accredited **Diabetes Education Program** from the American Diabetes Association

- Approved **Cancer Care Program** and Commendation from the Commission on Cancer
- American College of Radiology Accreditation received for **Ultrasound**
- Accreditation as a **Level III Trauma Center** from the American College of Surgeons
- Deficiency-free **Skilled Nursing Unit** in Ohio Department of Health Survey
- Implemented **Pediatric Asthma Management Core Measures**

Medicare Core Measures Rankings (Goal 90 percent and above)

- Acute MI Care (Heart Attack), 100 percent (ranked top 10 percent of all hospitals)
- Heart Failure Care, 100 percent (ranked top 10 percent of all hospitals)
- Pneumonia Care, 95 percent
- 95 percent of patient satisfaction surveys completed recommend medical center

Education

- Hosted second annual "Stroke Symposium" for area physicians and health care professionals
- Hosted "Golden Hour" Symposium for area EMS and firefighter personnel
- Hosted Clinical Documentation Seminar for area physicians

- Provided CME for Cancer Conferences and Trauma Case Reviews
- Hosted 2009 and 2010 Diversity Fair
- Hosted CEN Preparatory Course (Board Certification in Emergency Nursing)
- Hosted Neuro Lecture Series in Fall 2009 featuring Sakarika Nayak, MD and Atef Eltomay, MD
- Several staff achieved Board Certification in critical care and medical-surgical nursing
- Pediatric nurses achieved PEARS certification
- Achieved full (three-year) accreditation of continuing education providership from the Ohio League for Nursing
- Provided greater than 150 approved contact hours via faculty-directed and independent study methods
- Achieved 99% compliance with mandatory employee education modules

Financials

- On target to achieve 2010 budget projection
- Surpassed 2009 budget projection
- Notable growth in total surgery minutes
- Notable growth in endoscopy procedures
- Notable growth in ED visits
- Notable growth in outpatient visits
- Achieved and exceeded Navigant productivity benchmarks