

2003 COMMUNITY ANNUAL REPORT



The *best* place...
...to receive care.

The *best* place...
...to practice medicine.



The *best* place...
...to work.

DEAR FRIENDS,

In 2003 we received the most important and best compliment from those we serve: more patients and more physicians selected Lakewood Hospital for health care in 2003 than in previous years. In response to our community's needs, Lakewood Hospital has refocused its efforts on core services such as women and children's care, senior care, heart care and neurosciences. These efforts are perhaps most evident in our Birthing Center and surgical programs. Where most birthing centers have experienced little or no growth, Lakewood Hospital's Birthing Center had 685 births in 2003, a 17 percent increase over 2002. The number of surgeries performed also increased nearly 3 percent over the previous year.

Our continued efforts in stroke care resulted in one of our proudest achievements in recent years—receiving the prestigious Ernest A. Codman Award from the Joint Commission on Accreditation of Healthcare Organizations. This national award was presented to all hospitals in the Cleveland Clinic Health System for outstanding accomplishment in the rapid evaluation, timely diagnosis and effective treatment of strokes. Lakewood Hospital is proud to lead the Cleveland Clinic Health System in its excellence in stroke care, ranking in the top 5 percent in the nation in stroke outcomes. Lakewood's program approximately doubled the rate of use of the only FDA-approved therapy for acute stroke—intravenous tissue plasminogen activator (tPA)—reducing the frequency of brain hemorrhagic complications by more than half.

Our stroke program also received a five-star rating—the highest available—recognizing our excellent clinical outcomes in stroke care from a national organization that ranks health care quality.

This award exemplifies why we are proud to be part of the Cleveland Clinic Health System as it took collaboration and teamwork within the system and at the hospital to make this award happen. At Lakewood, this team included our employees and staff in the Emergency Department, the Stroke Team and EMS personnel, as well as physical, occupational and speech therapists. Our success also depended on a rehab facility that helps stroke victims regain quality of life, as well as state-of-the-art radiology and biometric support services that enable doctors to diagnose the cause and location of a clot so that treatment can be early and done correctly.

Lakewood Hospital also has a Neuro Integrated Care Unit where stroke patients are monitored and treated throughout their hospital stay. The Codman Award shows the value of what hospitals can accomplish when they work together to develop and implement the best medical practices.

Our partnership with the Cleveland Clinic Health System and Western Region hospitals was also evident with the summer opening of the Cleveland Clinic Health System Imaging Center as a part of the developing Westlake Medical Campus at I-90 and Columbia Road. A partnership of Lakewood Hospital, Fairview Hospital and the Cleveland Clinic Foundation, the Imaging Center offers state-of-the-art CT and MRI. All tests are provided and interpreted by board-certified Cleveland Clinic radiologists. The Imaging Center joins a physician center, a surgery center and an urgent care center at the Columbia Road location.

Some of our proudest accomplishments, however, have come directly from our employees and medical staff, who live, work and participate in the communities surrounding our hospital. They join the hospital in reaching out to establish closer relationships with our neighbors, many of them through their service on community groups and organizations that share our mission goals.

Our employees and medical staff continue to dedicate themselves to Service Excellence, an ongoing initiative that helps the organization improve patient care and customer service standards. Our goal is simple and well known to each of us as it is found in our statement of vision. We will be “the best place to receive care, the best place to practice medicine, and the best place to work” by collaborating and embracing the principles of Service Excellence. We will strengthen our dedication to these principles in 2004.

We thank all of the Lakewood Hospital family—employees, physicians, volunteers and trustees—for their continued commitment to our hospital and community.

Sincerely,



Fred M. DeGrandis and V. Richard Stelzer, Jr., CHE.

On the cover:

The best place to receive care... Physical therapist Margo Aprile is one of 1,060 Lakewood employees who have dedicated themselves to Service Excellence and its vision “to be the best place to receive care.”

The best place to practice medicine... As president of the Lakewood Hospital Medical Staff, Marvin D. Shie, III, M.D., is committed to making Lakewood Hospital the best place for his physician colleagues to practice medicine.

The best place to work... An outstanding work environment allows our staff – such as Brenda Byrne, R.N., and Tricia Marquard, R.N. – to do what they do best. As recipients of Lakewood Hospital's 2003 Nursing Hall of Fame Award, the nurses were recognized for consistently going above and beyond in providing excellent care to patients and their families.

Fred M. DeGrandis
Chief Executive Officer
The Cleveland Clinic Health System – Western Region

V. Richard Stelzer, Jr., CHE
Chief Administrative Officer
Lakewood Hospital

The Best Place to Receive Care

THE NEUROSCIENCE CENTER AT LAKEWOOD

Lakewood Hospital has a strong and well-deserved reputation for the diagnosis and treatment of disorders of the brain. Its medical outcomes for the treatment of stroke are among the best in the Cleveland Clinic Health System. In 2003, this excellent care was recognized when the Cleveland Clinic Health System won the prestigious Ernest A. Codman Award, the JCAHO's highest award for quality outcomes. Lakewood Hospital's treatment protocols were instrumental in helping the health system win this award.

An important component in the successful treatment of Lakewood Hospital neurological patients is the unique nine-bed Neuro Integrated Care Unit (NICU), which opened in 2001. Headed by neurologist Arthur Dick, M.D., and neurosurgeon Michael Mervart, M.D., this specialized unit focuses on early diagnosis, treatment, intervention and rehabilitation of all levels of neurological or endovascular conditions. The unit's integrated care concept offers intensive, step-down and floor nursing care, depending on a patient's needs. The patient stays in the same unit and is treated by the same caretakers and case managers until rehabilitation is recommended.

Also see news release on page 13.

THE CLEVELAND CLINIC ENDOVASCULAR NEUROSURGERY CENTER AT LAKEWOOD HOSPITAL

Another important component of the Neuroscience Center is The Cleveland Clinic Endovascular Neurosurgery Center at Lakewood Hospital. This center, staffed by skilled physicians from The Cleveland Clinic Foundation, offers state-of-the-art procedures to benefit patients suffering from ischemic stroke, intracranial aneurysms and head, neck and spine tumors. Patients also benefit from the addition of the most advanced imaging equipment in the United States, allowing our physicians to have detailed, three-dimensional views of the problem area. This new equipment allows our physicians to prescribe the least-invasive procedure that will result in the most-effective outcome. The center's renovated angiography suite and new equipment became operational in August 2002. In 2003 the Center saw 176 patients, a 114 percent increase over the 82 patients treated the year before.

BIRTHING CENTER

Mothers-to-be can rest assured that Lakewood Hospital offers the most comfortable and safe setting for the delivery of her baby. The Birthing Center offers beautiful, private birthing rooms that are equipped to accommodate



Neurologist Arthur Dick, M.D., right, co-directs the Neuro Integrated Care Unit that specializes in early diagnosis, treatment, intervention and rehabilitation of all levels of neurological or endovascular conditions.



Lakewood Hospital's excellent midwives and physicians help the Birthing Center to score consistently high in patient satisfaction.

a family member overnight. Lakewood Hospital's Birthing Center offers excellent physician and midwifery care and consistently scores high on patient satisfaction surveys. The Birthing Center was the site of 685 births in 2003, a 17 percent increase over 2002.

Of the 685 births at Lakewood Hospital in 2003, 11 percent were to unwed mothers, up from 9 percent in 2002, and 22 percent of the mothers were cigarette smokers. The hospital collaborates with the City of Lakewood to provide social work services and care for patients who are socially at risk so that coping and parenting skills can be enhanced for this group.

EMERGENCY SERVICES

The year 2003 was the first full year of operation for our expanded, 21,000-square-foot Emergency Department, which opened in April 2002. This new facility allowed us to accommodate 39,101 emergency visits, a 7 percent increase over the previous year.

Among the most significant accomplishments was the reverification of Lakewood Hospital as a Level II Trauma Center by the Committee on Trauma of the American College of Surgeons. A Level II Trauma Center is able to initiate definitive care for all injured patients. Key

elements of a Level II Trauma Center include 24-hour immediate coverage by general surgeons with specialized knowledge in trauma management as well as coverage by the specialties of orthopedic surgery, neurosurgery, anesthesiology, emergency medicine, radiology and critical care.

Lakewood Hospital also made great strides in achieving a 60 percent improvement in the amount of time the Emergency Room was closed to ambulance patients. This significant improvement also was impacted by a new policy, effective in October, whereby the emergency departments of our Cleveland Clinic Health System West Side hospitals (Fairview, Lakewood and Lutheran Hospitals) strive to support each other during times of peak patient activity.

SURGERY

A variety of surgical procedures were performed, including general, cardiothoracic, orthopedic, neurosurgery and eye. A total of 7,354 surgeries were performed in 2003, including 787 orthopedic cases, 465 ophthalmologic surgeries and 111 open-heart cases. Highlights of Lakewood Hospital's surgery program in 2003 included the expansion of neurosurgery through our partnership with the Cleveland Clinic.



Lakewood Hospital's expanded Emergency Department experienced a 7.3 percent increase in visits in 2003.



Lakewood Hospital physicians performed 7,354 surgeries in 2003, a 2.7 percent increase over 2002.

A new interventional procedure now being performed in the angiography suite is kyphoplasty, a minimally invasive procedure for repair of osteoporotic spine fractures. With kyphoplasty, the patient is treated with a small incision made in the patient's back. Before kyphoplasty, patients with vertebral fractures would have to wear a back brace, be on bed rest and take medication. With kyphoplasty, patients stay in the hospital overnight, require no brace and little or no medication, and are returned to the mainstream of life much sooner.

CARDIAC SERVICES

In June 2003, Mark Valentine was appointed to the new position of vice president of cardiac services. He will work with Lakewood Hospital, as well as Fairview and Lutheran Hospitals, to grow and coordinate heart services in response to community needs.

During 2003 Lakewood Hospital put plans in place to make significant improvements to cardiac services. A \$2.9 million investment will be made in 2004 for physical refurbishments and expansion to create a 2,800-square-foot, state-of-the-art facility, offering improved access for patients on the hospital's second floor. This investment will include the purchase of new catheterization equipment, improved cardiac surgical services, the purchase of

a new bypass machine and additional staff, including a second perfusionist. Lakewood Hospital's cardiac volume grew in 2003 to 1,798 surgical and cath cases, an 8 percent increase over 2002. In addition, there was a 30 percent increase in the number of electrophysiology studies (EPS) to determine heart rhythm problems.

Lakewood Hospital also prepared to open in 2004 a Heart Failure Center offering one-on-one outpatient treatment for congestive heart failure patients. The key components of the service are infusion therapy (medications), telemanagement (encouraging patients to call in and talk with a nurse practitioner when symptoms arise) and education, including aggressive dietary consults. The program's overall objective is to reduce the number of heart failure re-admissions to the hospital.

ACUTE REHABILITATION (INPATIENT)

Our 19-bed acute rehabilitation unit provides comprehensive care for patients recovering from neurological disorders, strokes, joint replacements, fractures, amputations and other conditions. The rehab unit provides high-quality care that is patient- and family-centered and designed to maximize the patient's functional ability and quality of life. The JCAHO's prestigious Ernest A. Codman Award recognized the expertise of the acute rehab team as part of

All cardiac patients are guided through their recovery by the Lakewood Hospital cardiac rehabilitation team, which provides education about diet, exercise, stress reduction and unhealthy habits.



Forever Fit, part of Lakewood's SeniorCare Services, is a program of supervised exercise activities for those over age 60. The exercise regimen is designed to increase cardiovascular function, increase and maintain range of motion, and provide opportunity for fitness and socialization.

Lakewood Hospital's "rapid evaluation, timely diagnosis and effective treatment of strokes." The acute rehab staff treated 483 patients during 2003.

SENIORCARE SERVICES

The community's aging population reinforces our ongoing commitment to respond to their needs. In 2003, 57 percent of the patients who came to Lakewood Hospital for their care were over the age of 65.

To better serve our senior citizens, we offer a wide range of SeniorCare Services that address the process of aging, assist older adults in developing healthy and rewarding lifestyles and offer guidance and support for families and caregivers. Supported by the Lakewood Hospital Foundation, these programs are available at Lakewood Hospital's Community Center on Belle Avenue (across from the hospital's main entrance) and at other locations throughout the West Shore area.

The Geriatric Assessment Center, under the direction of Patrick Carey, M.D., medical director of the SeniorCare program, is the cornerstone of SeniorCare Services. A multi-disciplinary team of geriatric health specialists evaluates and provides a comprehensive assessment of an older person's physical, psychosocial and functional status to

determine a plan for optimum care. Last year, 895 patient assessments were made through this program. Dr. Carey is currently completing fellowship training at the Cleveland Clinic Foundation to become a board-certified geriatrician.

In November, Brian Tilow was appointed as the new regional director of Behavioral and Senior Services to manage the behavioral health service line for Fairview, Lakewood and Lutheran Hospitals. He will also oversee and integrate patient services currently provided in the area of senior health services.

SIGNET (Systematic Intervention for a Geriatric Network of Evaluation and Treatment) is a SeniorCare program that identifies elderly patients who might need help at home after being discharged from the Emergency Department. The SIGNET program experienced considerable growth in 2003: our staff assessed 991 at-risk seniors and facilitated 253 community agency referrals on their behalf.

A Wound Care Clinic was opened in July 2003 in response to those individuals who might otherwise have no access to specialized wound care. These wounds can be the result of many different health situations, including surgical wounds that are not healing, pressure ulcers, diabetic foot ulcers and other ulcers due to poor circulation in the lower extremities. The staff of the Wound Care Clinic



Lakewood Hospital reaches out to the community with educational programs, health-related events, medical screenings and other services that are offered free or at low cost.



More than 10,500 people participated in free health screenings offered by Lakewood Hospital during the year.

includes a physician, an enterostomal therapist who is nationally certified to provide special wound care, and a social worker. In addition to evaluation and treatment, they provide patient education on preventing future wounds.

Our Lifeline Emergency Response System program, which was expanded in 2001 to include Fairview and Lutheran Hospitals, continues to assist the disabled and elderly in living independently without fear of being isolated in times of emergency. In 2003, Lifeline provided free services to 106 indigent subscribers.

CLINICAL LABORATORIES AT HOSPITAL AND URGENT CARE CENTER RE-ACCREDITED

The Lakewood Hospital Clinical Laboratory and the Lakewood Hospital Urgent Care Center at Columbia Road were awarded re-accreditation by the Commission on Laboratory Accreditation of the College of American Pathologists (CAP). The CAP Laboratory Accreditation Program, begun in the early 1960s, is recognized by the federal government as being equal to or more stringent than the government's own inspection program. During the CAP process, inspectors examine the laboratory's

records and quality control of procedures for the preceding two years. CAP inspectors also examine the entire staff's qualifications, the laboratory's equipment, facilities, safety program and record, as well as the overall management of the laboratory. This stringent inspection program is designed to specifically ensure the highest standard of care for the laboratory's patients.

RADIOLOGY RECEIVES ULTRASOUND RE-ACCREDITATION

Lakewood Hospital was awarded a three-year term of accreditation in ultrasound as the result of a survey conducted by the American College of Radiology. The ACR awards accreditation to facilities for the achievement of high practice standards after a peer-review evaluation of its practice. Board-certified physicians and medical physicists who are experts in the field conduct evaluations. They assess the qualifications of the personnel and the adequacy of facility equipment. The surveyors report their findings to the ACR's Committee on Accreditation, which subsequently provides the practice with a comprehensive report.



Marla Daugherty, Lifeline Program coordinator for the Cleveland Clinic Health System – Western Region, was the Midwest regional recipient of the 2003 Outstanding Leadership Award sponsored by Lifeline Systems, Inc. Celebrating with Daugherty are, from left: Bill LaPlace, president of Lakewood Hospital Foundation Board; Kristin Broadbent, director of Lakewood Hospital Foundation; Janice Mayer, Lifeline assistant coordinator; Daugherty; Rick Stelzer, chief administrative officer; and Richard Shonk, M.D., Ph.D. vice president of Medical Operations.



The Lakewood Hospital Urgent Care Center celebrated its 10th anniversary in 2003.

Serving Our Community

Many individuals within the West Shore area would be unable access to health care without our outreach efforts. Lakewood Hospital responds to these needs with educational programs, health-related events, medical screenings and other services that are offered free or at low cost.

Lakewood Hospital supports many local organizations through monetary and in-kind donations. We provided \$47,500 in donations to deserving community organizations in 2003, including the Beck Center, Harvest for Hunger and Eliza Jennings.

NORTHCOAST HEALTH MINISTRY

The Cleveland Clinic Health System – Western Region hospitals provided more than \$1 million in patient care services, as measured by hospital charges, to North Coast Ministry patients in 2003. As part of its commitment, Lakewood Hospital provided emergency, inpatient and outpatient services totaling \$669,486. North Coast Health Ministry provides primary care services via volunteer service and support provided by the Fairview/Lutheran Foundation to persons who cannot otherwise access healthcare services through private or governmental plans.



TEEN HEALTH CENTER

The Teen Health Center provides primary medical and behavioral health care services and education for young people, ages 12 to 19. The only resource of its kind in the West Shore area, the Teen Health Center attracts adolescents from Lakewood as well as surrounding communities who are seeking care for the diagnosis and treatment of common physical ailments, smoking, alcohol and drug abuse, prevention and counseling. The center also provides testing and treatment for sexually transmitted diseases; pregnancy testing and referral; monitoring of stable chronic disease and referral to appropriate specialists; sports, school and employment physicals; and health education. More than 2,000 patient visits took place at the Teen Health Center in 2003.

A \$48,000 renovation more than doubled the Teen Center's space in 2003, enabling the expansion of its mental health services. CorCon Construction and other contractors donated more than half the cost of the renovation. Much of the center's operating costs are defrayed through charitable donations from such sources as the Lakewood Hospital Foundation, Elisabeth Severance Prentiss Foundation, Ohio Children's and Family Health Services and the Ambulance Chase, a fundraiser conducted by the Lakewood Hospital Foundation.



Certified Pediatric Nurse Practitioner Rebecca Kostuk, R.N., provides counseling services in the Teen Health Center.

WORKING TOGETHER IN TIMES OF EMERGENCY

The August blackout that affected the entire Northeastern United States posed some unique challenges for Lakewood Hospital. Declining water pressure posed the biggest problem, prompting the city and hospital staff to work together to find a solution. Thanks to the help of the City of Lakewood's Department of Public Works, the Division of Water and the Fire Department, it was determined that a water line running parallel to the one normally used by the hospital had substantially more water pressure. Pressure was restored by tapping into the line via a fire hydrant on the north side of Detroit Road.

NURSING CLINICS

Lakewood Hospital staffs nine nursing clinics throughout the West Shore area. These walk-in clinics offer a variety of services to senior citizens, including health assessments and medication education. The nursing clinics provided 288 sessions in 2003, resulting in 8,011 visits.

COMMUNITY HEALTH SCREENINGS

Our physicians, nurses and staff also conducted free health screenings in the community for blood pressure, blood sugar, cardiovascular, cholesterol, hearing, lead, oral cancer, osteoporosis, prostate cancer, stroke and vascular concerns. In cases where potential problems were identified, participants were referred to appropriate community resources. More than 10,500 individuals were screened in 2003.

HEALTH TALKS

Lakewood's physicians and other health care providers presented over 30 individual health talks attended by 1,300 consumers. The programs increased public awareness about such topics as Coumadin, osteoporosis, diabetes, high blood pressure, memory loss, substance abuse in adolescents, teen depression and teen relationships.

Of particular note was a four-week caregiver series that was held at Bay Presbyterian Church and attracted over 80 participants.

PARISH NURSING

The Parish Nurse Program is a specialized ministry offered by Fairview, Lakewood and Lutheran Hospitals with generous support from the Fairview/Lutheran Foundation as well as contributions from individual churches and a sizable donation from the Lakewood Hospital Foundation. In partnership with local churches, the Parish Nurse Program is designed to meet the emotional, physical and spiritual needs of the individual through a "wholistic" approach. In 2003, 45 parish nurses served 52 congregations representing seven denominations and collectively provided service to 68,806 individuals.



To continue its growth as a leader in parish nursing, the Parish Nurse Program has teamed up with Cleveland State University to develop a curriculum specifically for parish nursing within their nursing program.

In March 2003 the Parish Nurse Program celebrated its tenth anniversary with a gala celebration at Windows on the River attended by more than 300 people.

STATISTICS

Year Lakewood Hospital Founded	1907
Number of beds	400
Employees (full- and part-time)	1,060
Physicians (with privileges)	564

<u>Volume</u>	<u>2003</u>	<u>2002</u>	<u>% Change</u>
Admissions	12,848	12,453	+3.2
Births	686	585	+17.3
Emergency room visits	39,101	36,449	+7.3
Surgeries	7,354	7,164	+2.7

UNREIMBURSED CARE

Lakewood Hospital provided \$11,961,157 in unreimbursed inpatient and outpatient care to the medically indigent during 2003.

PAYROLL TAXES

As a major employer, Lakewood Hospital makes a significant contribution to the local economy in terms of total payroll as well as payroll taxes. In 2003 Lakewood Hospital employees paid \$7.3 million in payroll taxes (excluding Social Security and Medicare). This includes \$5.1 million in federal income taxes, \$1.5 million in state taxes and \$683,882 in local income taxes.

ANNUAL LEASE PAYMENT TO THE CITY OF LAKEWOOD

Lakewood Hospital currently pays \$1 million annually to the City of Lakewood as a lease payment for the sole and exclusive use of leased assets, such as the hospital, medical office buildings, parking garage and medical equipment and supplies.

SENIOR CIRCLE PLUS

Senior Circle Plus is a special membership program for seniors offered by the Cleveland Clinic Health System. In the communities served by Fairview, Lakewood and Lutheran Hospitals there were over 39,000 members at year-end, with the addition of 4,969 new members during the year. Senior Circle Plus membership is free and provides benefits that include health screenings and talks, cafeteria/parking discounts, newsletters, product and service purchases and community event discounts.

Senior Circle Plus hosted eight educational forums, nine trips, Webwise senior computer classes and three AARP mature driving classes during 2003.

Senior Circle Plus



CELEBRATE LIFE BLOOD DRIVE HUGE SUCCESS

Lakewood, Fairview and Lutheran Hospitals participated in the Red Cross Celebrate Life Blood Drive, sponsored by WCLV-FM, WRMR-AM and *The Plain Dealer*. Held in June, the event resulted in 381 pints of donated blood—the largest one-day blood drive ever on Cleveland's West Side.

'SIMPLY WOMEN, SIMPLY WONDERFUL'

More than 550 women attended "Simply Women, Simply Wonderful," a women's health event sponsored by Lakewood, Fairview and Lutheran Hospitals in September. Physicians and health care professionals from the Cleveland Clinic Health System – Western Region hospitals discussed health issues such as women and heart disease, hormone replacement therapy, food and mood, emotional health and skin care. The event featured keynote speaker *Plain Dealer* columnist Connie Schultz, a gourmet lunch and a fashion show whose models were the day's health talk presenters.



LAKWOOD GOES LEAN

The City of Lakewood and Lakewood Hospital participated in a friendly "Lakewood Goes Lean" challenge, a walking competition promoting physical fitness and healthy behaviors. Employees formed teams of three or four individuals. Each team member kept a



Candy Sanson, director of Lakewood Hospital's Case Management and Behavioral Services Department, models new fashions at "Simply Woman, Simply Wonderful!"



A "sold out" crowd of 550 women attended "Simply Women, Simply Wonderful!" to hear physicians and healthcare professionals discuss a variety of health issues.

record of their individual steps and reported their progress to a team captain. Participants received a “Lakewood Goes Lean” shirt and a pedometer to encourage and promote the cardiovascular wellness program. At the end of the summer challenge, Lakewood Hospital employees had recorded the greatest number of steps walked per employee. “Lakewood Goes Lean” is a wellness initiative of Project HEAL (Health Emerging Around Lakewood), a collaborative community wellness project of the City of Lakewood and Lakewood Hospital. All employees and Lakewood residents were encouraged to continue their efforts to decrease the incidence of cardiovascular disease through physical activity and a healthy lifestyle.

LAKWOOD HOSPITAL FOUNDATION

For generations, community members have supported Lakewood Hospital Foundation through financial contributions and volunteerism. It is certain that no amount of third-party payments or fee-based income can cover the ever-increasing cost of delivering extraordinary health care to all of Lakewood Hospital’s patients and their families, regardless of their ability to pay. Philanthropic support of the hospital is directed toward initiatives such as free and



subsidized care for the most vulnerable members of our community, new programs, education, leading-edge equipment and capital expansion. Gifts and grants are applied toward programs and projects that cannot be funded through general operating revenue, making Foundation donors vital to the accomplishment of Lakewood Hospital’s mission.

In 2003, Lakewood Hospital Foundation continued to carry out its mission in support of Lakewood Hospital by providing funding in excess of \$1 million for many programs, including those for seniors, indigent patients, teenagers, emergency care and nursing.

Fund raising came from many sources including annual giving, special events, investment income and planned gifts. The Second Annual Ambulance Chase—5K Run/1.5 Mile Walk—was held in May and continued to be a successful and growing event with more than 550 participants. Proceeds from the event benefited the Teen Health Center and allowed for its recent expansion. The November biennial benefit, “Hats Off! to a Tradition of Nursing Excellence,” hosted a sellout crowd at the opening event at the new Winking Lizard in Lakewood. Proceeds were used to establish Lakewood Hospital’s Nursing Advancement Fund, which enables the hospital to further enhance nursing as a profession by supporting continued educational and other professional growth for the nursing staff.



Former Lakewood Mayor Madeline A. Cain and Rick Stelzer, chief administrative officer, led their respective city and hospital teams in the “Lakewood Goes Lean” challenge.



Lakewood Hospital conducted dozens of free health screenings in 2003. In cases where potential problems were identified, participants were referred to appropriate community resources.

News Release



Lakewood Hospital

Lakewood Hospital Stroke Team Honored With "Champion Of Quality" Award

Lakewood (September 3, 2003) - Lakewood Hospital neurologist Arthur P. Dick, M.D. and neurosurgeon Michael J. Mervart, M.D., received special mention and a Champion of Quality Award from the Cleveland Clinic Health System for their success in making the Lakewood Hospital stroke team the most successful in the rapid evaluation, timely diagnosis and effective treatment of strokes.

Presented for the first time, the Champion of Quality Award was created by the Cleveland Clinic Health System chiefs of staff to acknowledge an individual or a team who has championed quality-related issues. Stroke teams throughout the nine hospitals in the Cleveland Clinic Health System were honored, but Drs. Dick and Mervart, co-medical directors of the Lakewood Hospital Neuro Integrated Care Unit (NICU), were singled out for their role in helping Lakewood Hospital achieve consistently high rates of thrombolytic drug use over the past three years.

The Lakewood Hospital Stroke Team has the highest rate among the nine Cleveland Clinic Health System hospitals and higher than rates reported in the national literature of dissolving blood clots that cause strokes.

Dr. Mervart said, "The achievement for Lakewood Hospital is in recognizing and treating patients early. We at Lakewood Hospital have been honing a process to increase and maintain efficiency and consistency and we have become the "benchmark" for the Cleveland Clinic Health System. Needless to say, we are proud of that achievement because it took the commitment of a lot of people to get there and stay there and to remain there for several years in a row."

"The award itself should actually go to the entire staff of the Neuro Integrated Care Unit," Dr. Dick said. "What we really have is an entire array of services organized in such a way that the care is prompt and optimized."

"The Lakewood Hospital Stroke Team is comprised not only of specially trained physicians but also specially trained nurses. We take great pride in the compassionate, high quality, individualized care we provide to each patient who is admitted," Dr. Dick said. The team also consists of physical, occupational and speech therapists; a rehab facility that helps stroke victims regain quality of life; a state-of-the-art radiology and biometric support services that enable doctors to diagnose the cause of and location of the clot so treatment can be initiated early and correctly; and the NICU where stroke patients are monitored and treated.

"Lakewood Hospital's public education program has created a greater public awareness about stroke and its symptoms," Dr. Mervart said. Emergency services and emergency room triage are also critical parts of the hospital's continuum of care for stroke victims.

"The award says that Lakewood Hospital is doing a really good job," Dr. Dick said. "We have known this but it is nice when other people recognize it, too."

2003 Cleveland Clinic Health System Western Region Leadership

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Regional Director, Behavioral Senior Services

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Vice President and Chief Financial Officer

2003 Lakewood Hospital Administration

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Lakewood Hospital

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