ProMedica broke ground for construction of its new High Performance/High Reliability dedicated employees and team of providers and caregivers who efficient and effective operational performance. We applaud our services and our communities to ensure that we achieve highly view and greater role in the health of our communities.

As a mission-driven organization, ProMedica continues to focus increasingly on being the integrators of care for our communities, exceeding at clinical excellence and patient care, while helping to connect the dots and collaborate with other like-minded organizations to impact societal factors that determine health and well-being.

ProMedica is committed to making investments in our facilities, starting from a foundation of financial and clinical strength, and our Communities

Investing in Clinical Excellence and Our Communities

Starting from a foundation of financial and clinical strength, ProMedica is committed to making investments in our facilities, our services and our communities to ensure that we achieve highly efficient and effective operational performance. We applaud our dedicated employees and team of providers and caregivers who work hard every day to provide great healthcare outcomes and highly-reliable patient care and customer experiences.

High Performance/High Reliability

- ProMedica continued to roll out its new electronic health record (EHR), Epic®. The November go-live for ProMedica Toledo and Toledo Children’s Hospitals, ProMedica Bay Park Hospital, and more than 350 ProMedica Physicians providers, was the largest to date. Also on the new Epic platform are ProMedica Flower, Defiance Regional, and Fostoria Community Hospitals and affiliated ProMedica Physicians providers. The system’s remaining hospitals and providers will go-live with Epic in the second quarter of 2017. The new platform further enables one patient, one record, and one bill for patients regardless of service provided or the location of service across ProMedica.

- ProMedica broke ground for construction of its new Generations of Care bed tower on the campus of ProMedica Toledo and Toledo Children’s Hospitals. The new facility will be 13 stories tall with more 300 patient beds and will offer improved access for patients while providing the latest technology and processes to ensure safe, high quality environment for patient care and healing.

Upon completion, the Generations Tower will replace the current Legacy Tower portion of Toledo Hospital. It is expected to open for patient care by the end of 2019.

- ProMedica opened its new Health and Wellness Center, in Sylvania, Ohio, to provide convenient access to more than 100 primary care and specialty providers as well as laboratory and diagnostic imaging services, full service pharmacy, endoscopy center, and more. The Center was designed to provide a full range of patient care services in a single, convenient location and to enhance collaboration among providers and other healthcare services.

- ProMedica Cancer Institute and the Cleveland Clinic Cancer Center established a formal alliance to expand access to specialized cancer treatments, clinical expertise, and research studies for patients in our region. The new alliance also includes a streamlined referral process and makes it easier for patients to obtain second opinion consultations with a Cleveland Clinic cancer specialist.

- ProMedica opened additional Urgent Care centers in the metro-Toledo area, to serve patients who have medical concerns that do not require an emergency center. A total of five Urgent Care centers are now open 10 a.m. to 10 p.m., 365 days per year, and are staffed by highly-trained certified nurse practitioners.

- ProMedica Physicians expanded care to better cover local and rural communities, adding about 135 new primary care physicians, specialists and advanced practice providers in 2016.

2016 Community Benefit

In 2016, ProMedica contributed $181,263,000 in community benefit through community benefit expenditures, financial assistance and government-sponsored, means-tested health care (income and capital “means” are below specified limits). These numbers not only indicate ProMedica’s long-standing commitment to the community, but also fulfill our not-for-profit status and Mission to improve the health and well-being of residents in the communities we serve.

Indeed, ProMedica goes beyond industry standards in meeting the goal of providing care to everyone, regardless of their ability to pay. We provide hospital care free-of-charge to all families without insurance with incomes at or below 200% of the federal poverty level. Additionally, ProMedica hospitals provide significant discounts to families with incomes of up to 400% of the federal poverty level.

As a leading advocate for the health and well-being of others, ProMedica provides and promotes community wellness, collaborating with more than 350 local nonprofit agencies and organizations in 2016.

$115,903,000 Medicaid and Means-Tested (9.24%)
$430,000 Research (2.54%)
$32,156,000 Health Professions Education (17.74%)
$3,615,000 Cash and In-kind Contributions (1.99%)
$12,932,000 Subsidized Health Services (7.13%)
$4,516,000 Community Health Improvement Services and Community Benefit Operations (2.49%)
$5,416,000 Community Health Improvement Services and Community Benefit Operations (2.49%)
$11,711,000 Financial Assistance (6.46%)
ProMedica’s Cancer Institute patients at risk for heart damage. Located at Flower Hospital, the clinic sees cancer patients with a history of heart disease or who develop heart complications during treatment. It is estimated that nearly one third of cancer patients experience long-lasting heart damage as a result of their treatment.

ProMedica Flower Hospital expanded its diagnostic imaging capabilities by installing a 64-slice CT scanner that will improve image quality and the addition of a second scanner in 2017 will provide expanded and more efficient patient care and service.

The Dorothy L. Kern Cancer Center opened near the campus of ProMedica Memorial Hospital, expanding cancer care to patients in the Fremont, Ohio, area. The cancer center offers outpatient radiation, chemotherapy, and infusion services as well as complementary services such as genetic testing and counseling, healing care, and survivorship care planning.

Community Advocacy

As part of its hunger-free initiative, ProMedica continued to implement a food restitution program. More than 315,000 pounds of food have been reclaimed from partners such as Hollywood Casino, Toledo Hospital, and Flower Hospital since the program started in 2013. The food is distributed directly to community organizations that provide meals for those in need.

ProMedica Cancer Institute’s (PCI) community outreach included cancer screening and education to the most underserved in our community. Free screening mammograms, as well as skin cancer and lung cancer screenings were provided for early detection. Prostate cancer screening, colorectal cancer education, and nutritional programs were developed to keep people healthy. PCI also hosted annual cancer survivor celebrations for survivors, friends and caregivers across the region and sponsored community events including the annual NW Ohio Susan G. Komen, Race for the Cure and American Cancer Society Relay for Life in Lucas County.

A second food pharmacy opened in ProMedica’s new Health and Wellness Center, serving patients who screen positive for food insecurity and have a referral from their primary care provider. Patients are able to receive food for them and their family from this location or the original food pharmacy located at ProMedica’s Center for Health Services. As part of the program, each patient receives two to three days of supplemental food for their family. Through December 2016, more than 6,500 households (2,700 unique households) participated in the program and a total of 18,700 people were served. This translates to about 46,800 days’ worth of food, the equivalent of 140,000 meals.

Through its Advocacy Fund, ProMedica continued to support local community organizations that provide assistance to those in need with basic necessities that directly impact individuals’ health and well-being. This support amounted to grants totaling more than $51,000 in 2016. ProMedica’s Summer Youth Employment Program partnered 71 central-city teens ages 16 – 19 with mentors in departments such as human resources, radiology, dietary, and information technology to learn skills including customer service, punctuality and being accountable to others.

Additionally, our physicians, leadership team members and employees individually contribute personal resources to the community in numerous ways – such as through tutoring elementary students in reading, providing health lectures at local senior centers, offering summer employment and job training for at-risk youth, generously contributing to community fundraising campaigns such as United Way, participating in medical missions, serving on local not-for-profit boards, and donating nonperishable goods to numerous local food pantries.

Research and Education

In 2016, ProMedica welcomed its first wave of 30 medical residents from The University of Toledo College of Medicine and Life Sciences as part of the Academic Affiliation created in 2015. The collaboration will help advance medical education and clinical research in northwest Ohio, building a legacy model of health care that will benefit community members across the region for generations to come.

Strategic Innovation

Positioned to be a regional leader in research and innovations, ProMedica participated in more than 220 industry-sponsored clinical research trials as well as approximately 100 internal research projects conducted by physicians, nurses and other health professionals.

Additionally, ProMedica Innovation’s business incubator, ProMedica Innovation’s business incubator allows client companies in the healthcare field to accelerate development and commercialization of medical devices and health information technology to improve patient care locally and nationally.

Workplace of Choice

ProMedica launched an employee food assistance program in 2013 that is available at each hospital system-wide. It allows ProMedica employees who need assistance to receive a bag of food once per month. In the first six months, more than 650 employees were able to participate in this program.

Established in 1986, ProMedica serves 28 counties in northwest Ohio and southeast Michigan and is one of the region’s leading healthcare providers. Our stewardship of resources has enabled us to wisely invest in cutting-edge technology, innovative programs and family-centered facilities that help to ensure patients and area residents have equal access to high-quality, safe care in the most appropriate setting, regardless of a patient’s ability to pay.

Based on needs that we have assessed within the communities we serve, ProMedica launched new services and programs in 2016 to help meet the growing demands of local consumers across all spectrums of life, including those individuals who are often the most vulnerable when it comes to health care: the elderly, poor and underserved.

ProMedica and its affiliates comprise more than 330 sites, more than 2,300 physicians, approximately 15,000 employees, and more than 460 volunteer board members. During 2016, ProMedica discharged more than 83,000 inpatients and served more than 1.6 million outpatient visits, while handling 380,000 emergency visits system-wide.

To help meet the need for school nurses in the Toledo Public School System (TPS), ProMedica is funding nine additional school nurses, enabling all TPS elementary schools to have a full-time school nurse. Studies have shown that full-time nurses in public schools can have a positive impact on health and strong academic outcomes. ProMedica and TPS continue to track and evaluate student health statistics to develop a sustainability plan and support ongoing funding for the program.

ProMedica partnered with Strategic Healthcare to launch the ProMedica Veteran Connection program to improve healthcare access for local veterans who have suffered service-related injuries. The program allows veterans, who previously had to travel to Veteran’s Administration (VA) medical centers, to receive treatment from ProMedica providers and facilities upon meeting certain program guidelines and receiving pre-authorizations from the VA.

ProMedica became a major sponsor of the Lucas County transportation program that helps individuals who need a ride to work so they can remain employed and ultimately secure their own transportation.

All ProMedica foundations collaborated with affiliate Harbor, a local non-profit community behavioral health provider, to sponsor a year-long campaign to help raise awareness about mental illnesses and associated health issues impacting individuals and families across our region. The Unmasking Mental Health initiative raised more than $1 million to support mental health programs and services in the communities we serve.

About ProMedica

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