who WE ARE
PROMEDICA’S BOLD VISION has created interest and enthusiasm across the healthcare industry. Our commitment to research, innovation and collaboration guides how we tackle health care’s biggest obstacles. From social determinants of health to healthy aging, we’re pioneering solutions with individual, community and national impact.
A NEW PERSPECTIVE ON HEALTH
A NEW APPROACH TO WELL-BEING

At ProMedica, we’re building a health and well-being organization unlike any other.

We’re a Mission-driven, not-for-profit organization focused on improving the health and well-being of people in hundreds of communities across the country. Our approach to care goes beyond outstanding clinical capabilities to meet people where they are at any given moment in their life.

We work to address the many factors of health, and our thought leadership on addressing food insecurity and other social determinants of health has reached a national scale. We’re also committed to creating a culture of inclusion, equity and justice within our organization and in our communities. As an anchor institution, we offer support services and facilitate economic development in the regions we serve.
A UNIQUE MODEL FOR INTEGRATED CARE

Our 2018 acquisition of HCR ManorCare, now ProMedica Senior Care, positioned us as the nation’s first health system to have coast-to-coast resources that cover nearly every aspect of health care. By combining hospital and provider care services, a health plan, and senior care services, we’re integrating all aspects of care throughout a person’s lifetime.

We’re driven by our Mission and energized by a bold vision. With purpose, innovation and momentum for change, ProMedica is becoming the nation’s leader in reimagining health care and how it’s delivered.

WE’RE A HEALTH AND WELL-BEING ORGANIZATION THAT:

• Leads in addressing the social determinants of health.
• champions healthy aging.
• Cultivates innovation.
WE’RE REDEFINING HEALTH CARE BY:

• Supporting the social and economic needs of our employees and the communities we serve.
• Redesigning healthcare delivery and payment models by addressing SDOH.
• Developing commercial solutions that leverage our expertise in SDOH.

SOCIAL DETERMINANTS OF HEALTH

At ProMedica, we’re deeply committed to providing integrated care for individuals and communities. That means going beyond expectations for clinical excellence and patient care. We see an unprecedented opportunity to improve health outcomes and reduce healthcare costs by focusing on social determinants of health (SDOH). For more than 10 years, ProMedica has pioneered in this effort and has become an industry leader in SDOH thought, innovation and action. We’re committed to an all-in strategy to create strong partnerships with healthcare providers, payors, nonprofits, businesses, civic leaders, and the people we serve. We’re researching, testing, shaping and investing in people-centered solutions that improve health outcomes. Through the ProMedica National Social Determinants of Health Institute, we’re driving local and nationwide change in how health care is delivered.

The social determinants of health are conditions in the environments in which we are born, live, learn, work, play, worship and age. They affect a wide range of health issues, risks and quality of life.
HEALTHY AGING

ProMedica’s unprecedented growth has charted a new course of care for the nation’s aging population, which is expected to double in the next 40 years. We’re reimagining senior health and well-being by coordinating care across multiple health delivery channels. Our work is grounded in innovation and research, education and training, and advocacy.

The result is a best-in-class experience for seniors and the momentum to drive positive reform in our industry. Because we believe in not only providing high quality care for seniors, but inspiring them to live their healthiest lives.

INNOVATION

At ProMedica, we dream big and we ask, “What if?” Because we know that reimagining healthcare delivery means finding new and better ways to keep individuals, families and entire communities healthy. Innovation is more than one of our values, it’s the foundation of how we fulfill our Mission, live our purpose and lead our industry.

Innovation is what prompted us to incorporate ProMedica Senior Care to provide integrated care throughout a lifetime. It’s what led us to develop SDOH screenings, food clinics and job training to improve community and individual health. It’s also what inspired us to open the ProMedica Natural Wellness Shop, and incorporate natural therapies into a patient’s existing care plan and medical record. At the core of who we are, innovation helps us improve health care and change lives.

WE’RE REDEFINING SENIOR HEALTH AND WELL-BEING WITH:

- An integrated approach to senior health and wellness.
- Partnerships that improve connectivity and access to resources.
- Research, community engagement and advocacy.

PROMEDICA INNOVATIONS

ProMedica Innovations is a nationally-recognized, world class leader in healthcare innovation. Their dedicated team:

- Helps employees and community members develop and commercialize intellectual property around health care.
- Promotes a culture of innovation with events and contests focused on employees and community members throughout the year.
- Collaborates with strategic partners across the nation to help establish and implement best practices in innovation.
- Advises national and international healthcare startups.

PROMEDICA INNOVATIONS HAS:

- Attracted $50+ million in venture capital funding to the northwest Ohio area.
- Secured $15+ million in state of Ohio funding.
- Issued 20+ patents and provisional patents (including U.S. and worldwide).
- Created 12 new companies with another 10+ area companies utilizing ProMedica Innovations services.
As a national leader, ProMedica has also established itself as a premier healthcare solution provider in China, assisting our Chinese partners and clients in succeeding in an evolving healthcare industry.

ProMedica’s expertise is contributing to the Healthy China 2030 strategic national plan, in the areas of health priority, reform and innovation, scientific development and justice and equality. In only a few short years, ProMedica International has developed a U.S.-based Traditional Chinese Medicine program, collaborated on clinical and operational improvement programs, and implemented post-acute consultation and implementation services.
ProMedica’s unique model positions us as one of the nation’s top health and well-being organizations. We’ve intentionally brought together diverse services to help people reach their highest potential for health at every stage of life. Our three care divisions – Providers and Clinical Services, Senior Care, and Health Plan – work together at all levels to provide high-quality care, exceptional experiences and integrated services and resources that meet individuals where they are.

Throughout our organization and across the country, ProMedica is united by a single Mission: To improve your health and well-being.
NATIONALLY RECOGNIZED PROVIDERS AND CLINICAL SERVICES

The heart of ProMedica is its 11-hospital network across northwest Ohio and southeast Michigan that includes a growing academic medical center and children’s hospital accredited by The Joint Commission. Continuously recognized for safe, quality care, our hospital network offers unprecedented patient experience and exceptional clinical collaboration.

In 2020, Healthgrades® named ProMedica Toledo Hospital one of America’s 50 Best Hospitals™ — the top 1% of hospitals in the nation for overall clinical excellence. Additionally, Toledo Hospital was named the No. 1 hospital in metropolitan Toledo by U.S. News and World Report, including recognition in seven high-performing adult heart and vascular and orthopaedic procedures.

ProMedica also has an ever-expanding network of employed advanced practice providers and board-certified physicians in more than 55 specialties, including cancer, heart care, neurosciences, orthopaedics and women’s services. All our primary care sites and providers are recognized by the National Committee for Quality Assurance (NCQA) as patient-centered medical homes. Our exceptional clinical care is met with our commitment to expanding health care access through outpatient facilities, urgent care centers and telehealth services.

**NATIONALLY RECOGNIZED FOR UNMATCHED CLINICAL CARE:**

- 11 acute facilities.
- 57,900+ inpatient discharges per year.
- 2,100+ physicians and providers with privileges.
- 1,100+ ProMedica Physicians providers.
- 1.85 million ProMedica Physicians annual patient visits per year.
- 77,900+ urgent care visits per year.

**WHO WE ARE | 1918 | WHO WE ARE**
THE NEXT GENERATION OF MEDICINE

As part of ProMedica’s commitment to redefining the way healthcare is delivered, ProMedica has come together with The University of Toledo College of Medicine in a 50-year Academic Affiliation to enhance medical education in our region.

This innovative partnership is developing a premier academic medical center at ProMedica Toledo and Russell J. Ebeid Children’s Hospitals. It strengthens the educational and clinical training experience for learners. It also builds a pipeline of physicians that is critical to ensuring patients in our region have access to the care they need now and in the future.
SENIOR CARE

ProMedica Senior Care, formerly HCR ManorCare, is dedicated to providing compassionate quality care no matter where a patient is in their healthcare journey. As the baby boom population ages, their expectations and needs continue to expand. The need for a new concept of care has never been more urgent, and ProMedica’s approach stands ready to deliver. Our integrated network provides the support they need — conveniently, safely and compassionately.

Many hospital patients need additional support after a hospital stay, before returning home. Depending on the level of care needed, ProMedica Senior Care services can be provided at home, in a skilled nursing and rehabilitation center, assisted/independent living facility or memory care community.

QUALITY CARE

NATIONAL LEADER IN POST-ACUTE SERVICES WITH:

- 330+ facilities, communities and agencies
- 19,200+ patients and residents per day in skilled nursing and assisted living facilities
- 10,800+ hospice patients per day
- 3,400+ home care visits per day
For more than 30 years, Paramount, ProMedica’s health plan, has helped our members plan for their best health and well-being. As a care division of ProMedica, we look through the clinical lens of a healthcare professional. That means we take a clinically based, medically sound approach to providing health plans that best meet the needs of our members. We place the well-being of our members ahead of everything else and guide them through the entire healthcare journey.

Paramount offers Medicare Advantage, Medicaid managed care and Marketplace Exchange health plans for individuals and families. We also offer a full complement of insurance products for employers of any size, including medical, dental, vision and workers’ compensation as well as vocational rehabilitation, life-care planning and wellness.

PROVIDER-BASED HEALTH PLAN:

- Six Midwest states and Ohio’s largest provider-sponsored health plan.
- 30+ years managing risk and population health.
- 82,600+ providers in the Paramount network.
- 630,200+ health plan members covered.
A UNIQUE MODEL OF INTEGRATED CARE

At ProMedica, we’re transforming our organization to provide coordinated care across our multiple health delivery channels. This unique model is the result of our bold vision to reimagine how and when health care is delivered. We know that diverse and integrated services offer opportunities for better access to health care at any stage in life. It leads to healthier individuals, stronger families and thriving communities.

Our commitment to operational excellence is found in deploying an integrated approach that improves organizational performance and the consumer experience. That’s why we’ve partnered with The Baldrige Program, the nation’s public-private partnership dedicated to improving the performance of U.S. organizations. Through this partnership, we’re on a Journey of Excellence to achieve a sustainable, integrated framework of care.
SUPPORTING INDIVIDUAL AND COMMUNITY HEALTH

As a Mission-driven anchor institution with a bold vision, we’re pushing the role of traditional health care. We’re reimagining our industry to go beyond the walls of a hospital, exam room, senior care facility or office. We’re focused on caring for the whole person and building thriving communities where individuals have the potential to live their healthiest lives.

We’re redefining health care to create a new model that invests in public health, encourages partnerships and implements interventions that drive individual and community health.
HEALTHY INDIVIDUALS

At the center of everything, including our Mission, is the individual. We’re committed to fostering inclusive environments, equitable cultures and people-based solutions. We meet individuals where they are, at any stage of life. We put individuals at the center of their care. We collaborate with partners to support individual financial stability, safe housing, job training and food insecurity. And we identify SDOH barriers in hospital and primary care patients and connect them to a pathway of care.

SUPPORTING THRIVING COMMUNITIES

We believe that healthcare leaders must act as catalysts and innovators to improve the health of our communities. We foster public and private partnerships, support neighborhood revitalization efforts, spark economic development and create innovative models of care in our communities. We also work with community-based and non-profit organizations to support community programming and art initiatives.

BUILDING TOGETHER THROUGH PHILANTHROPY

As a not-for-profit health and well-being organization, philanthropy helps us address the needs of our communities with projects and initiatives that also align with our vision and donors’ passions. Over the years, millions of dollars from ProMedica’s foundations have been used to support programs, expand care and build facilities that touch the lives of millions of individuals, their families and others in the communities we serve.

$308.6 MILLION IN COMMUNITY BENEFIT (2019)

3.9 MILLION FOOD INSECURITY SCREENINGS (SINCE 2014)

48,000+ HOUSEHOLD VISITS TO OUR FOOD CLINICS (SINCE 2015)
ProMedica’s strength is in the diversity of our people. Every employee – from clinicians to those in support teams – plays a critical role in providing safe, highly reliable care to those we serve. We focus on achieving best-in-class employee engagement and executing a sustainable talent development program. In addition to our employees, our board members, committee members, donors and volunteers are vital in helping us live our Mission.

We’re committed to fostering an innovative, inclusive environment that welcomes everyone to show up authentically and to fulfill their unique purpose. This enables us to serve better, grow stronger and create a just and equitable culture in our organization and beyond.
We’re honored to serve individuals and families every day. Here are some of the people whose lives we’ve been able to touch.
PEGGY: LEARNING TO WALK AGAIN

After a dangerous fall, Peggy faced a spinal injury that made it very difficult to walk. A new therapy at the ProMedica and The University of Toledo College of Medicine and Life Sciences Neurosciences Center is helping her learn to walk again.

The Ekso GT is a robotic exoskeleton designed to help stroke and spinal cord injury patients stay upright and reteach their brain how to make steps with the proper lift and gait. The machine can detect in real time how much effort Peggy is able to give and how much motor support it needs to contribute. The therapy may reduce the risk for blood clots and readmission, and lead to psychological benefits. Peggy has noticed improvement since starting her therapy and is hopeful it will continue to help her regain her independence.

BETH: THE WEDDING OF HER DREAMS

After being diagnosed with terminal cancer, Beth’s only wish was to be able to celebrate the love of her life, Gary’s, birthday. Once Gary heard of Beth’s wish, he mentioned he also wanted to get married on his birthday. The ProMedica Hospice team went to work to plan the wedding of Beth’s and Gary’s dreams. Beth always dreamed of getting married on the beach, being barefoot and feeling the sand between her toes. The ProMedica team was able to reserve a spot at a nearby beach which made it easy for Beth to travel.

Beth and Gary were married on the beach with beautiful decorations, enjoyed wedding cake, had photos taken and even stayed at the lodge to enjoy their night as a happy, newlywed couple. With the help of the ProMedica Hospice team, Beth and Gary had the wedding of their dreams and are able to fondly look back at their special day.
ANNE: FINDING FRIENDSHIP IN A MEMORY CARE COMMUNITY

After Cathy’s 93-year old mother, Anne, who is living with vascular dementia outlived her siblings, cousins and friends, Cathy realized it had been many years since her mother had spoken to anyone her own age. Anne shared Cathy’s friends who were quite younger, but her mother had no friends to call her own. After moving into Arden Courts, a ProMedica memory care community, Anne made many friends and enjoys participating in the wide array of social activities which keep her engaged and safe throughout the day. Cathy found the excellent staff at Arden Courts allowed her mother to continue living with grace and allowed Cathy’s family to share in her mother’s life and happiness in a healthy, balanced way.

JOHN: LIFE-SAVING CARE ALIGNED WITH HIS FAITH

John had blockages in his heart that required open heart bypass surgery. But as a Jehovah’s Witness, he is unable to accept blood products, even if his life is at stake. Through ProMedica’s Bloodless Surgery Program John was able to get the life-saving care he needed while protecting his religious beliefs.

Dr. Michael Moront, a cardiothoracic surgeon with ProMedica Physicians, performed the surgery, ensuring that John’s blood was constantly connected between his body and the IV while the delicate heart bypass surgery was performed. He also closely monitored John’s blood for healthy platelet counts and clotting. Now, John is doing well and is grateful he was able to protect his heart and his religious beliefs.
KIMBERLY: A GREAT HEALTH PLAN WITH PERKS

Kimberly has been a Paramount Advantage Medicaid member for more than 17 years. She shared, “I’ve never had a problem with anything at Paramount. My needs and my children’s needs have always been met. This is especially important because one of my sons has mental health needs and diabetes, and the other lives with asthma and PTSD.”

Through the Paramount Advantage Healthy Rewards program, Kimberly earns chances to win prizes for completing her annual wellness visits. In 2019, she was shocked to win the grand prize – tickets to a Cincinnati Bengals football game. After a particularly challenging year, she was ecstatic to take her family as a Christmas present. They were able to be down on the field and meet a lot of the players. Kimberly said, “We had such an incredible time. This additional perk from Paramount meant so much to me.”

SAVITABEN: A SAFER WAY TO RETURN HOME

Beata’s grandmother, Savitaben, had a horrible fall in her home. The doctors at the emergency room confirmed she didn’t have any fractures but Savitaben’s family knew the difficulty she had managing alone as she was too weak and needed help to return home safely. The family chose ManorCare Health Care Services for her rehabilitation care. The therapy team taught Savitaben how to correctly climb stairs, navigate her home safely and increase her strength and balance so she could use her walker independently.

GARY: CONNECTED TO THE RIGHT SERVICES

Gary was having trouble performing basic job functions due to chronic medical problems. When he lost his job, he lost his insurance. A cascade of events culminated in his hospitalization and eventually rehab. Depression set in, along with isolation and self-neglect. When his physician learned that Gary wasn’t seeing specialists or taking his prescribed medications because he didn’t have money to pay for them, he convinced Gary to complete the Social Determinants of Health screening. Soon after, Gary was assigned to a social worker at the Community Care Hub.

Gary’s social worker worked on getting his utilities restarted, connected him with the Home Energy Assistance Program, Medicaid, a community health worker and Area Office on Aging PASSPORT services. She also helped Gary work through his health insurance to find the right medical supplier and ensure he had transportation to his doctor visits. The social worker became Gary’s lifeline, staying in close contact with Gary’s care navigator and primary care doctor.
Established in 1986, ProMedica is a locally owned, nationally recognized, not-for-profit health and well-being organization headquartered in Toledo, Ohio. We operate in 28 states as well as provide healthcare consultative services in China.

**Our Mission is to improve your health and well-being.**

- 28 states
- 45,000+ employees
- 25 boards, committees/councils, foundations
- We’re the nation’s first health system to have coast-to-coast resources that cover nearly every aspect of health care.

**Unmatched Clinical Care**
- 11 hospitals in northwest Ohio and southeast Michigan
- 1,800+ licensed inpatient beds
- 2,100+ physicians and advanced practice providers with privileges
- 57,900+ inpatient discharges per year
- 50,400+ surgeries per year
- 6,700+ births per year
- 226,500+ ER visits per year

**Nationally Recognized Providers and Clinical Services**
- 1,100+ healthcare providers employed by ProMedica Physicians
- 77,900+ ProMedica Urgent Care visits per year
- 1.85 million ProMedica Physicians’ annual patient visits

**Reimagining Senior Care and Healthy Aging**
- ProMedica Healthy Aging Institute
- 330+ senior care facilities, communities and agencies
- 19,200+ patients and residents per day in skilled nursing and assisted living facilities
- 10,800+ hospice patients per day
- 3,400+ home care visits per day

**A Provider-based Health Plan That Puts Members First**
- Six product lines for individuals, families, seniors and employers
- Six Midwest states and Ohio’s largest provider-sponsored health plan
- 30+ years managing risk and population health
- 82,600+ providers in the Paramount network
- 630,200+ health plan members covered

**National Leader in Social Determinants of Health**
- $308.6 million in community benefit (2019)
- 15.2 million raised through philanthropy (2020)
- 3.9 million food insecurity screenings (since 2014)
- 48,000+ household visits to ProMedica Food Clinics (since 2015)
- 17,000 patients served through SDOH interventions (2020)
*Statistical information in this brochure is based on information from 2020. Numbers may be inconsistent with previous years due to the COVID-19 pandemic.

*Some photos within this booklet were sourced prior to COVID-19.