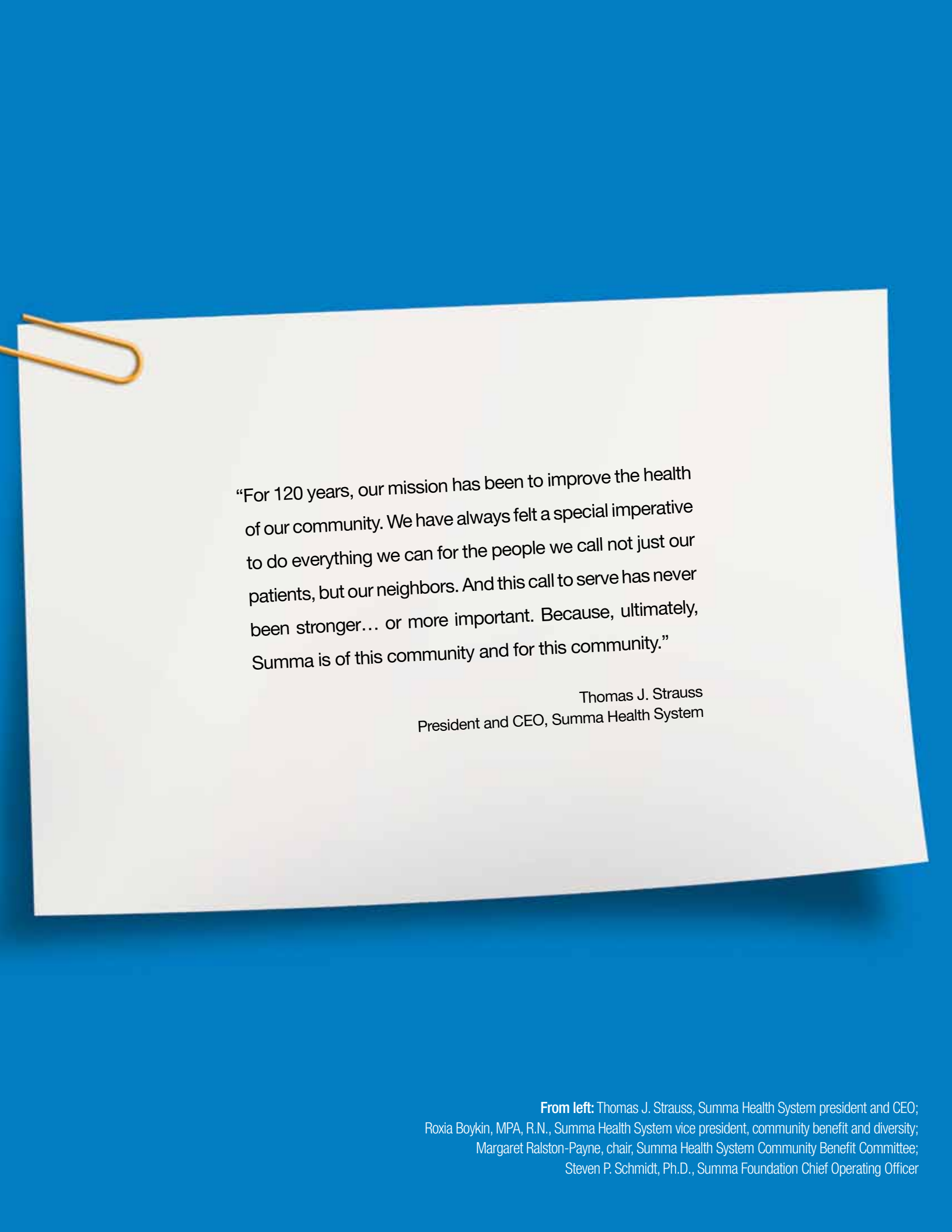


# Connecting to care, one life at a time

Summa Health System  
Community Benefit Report 2010



“For 120 years, our mission has been to improve the health of our community. We have always felt a special imperative to do everything we can for the people we call not just our patients, but our neighbors. And this call to serve has never been stronger... or more important. Because, ultimately, Summa is of this community and for this community.”

Thomas J. Strauss  
President and CEO, Summa Health System

**From left:** Thomas J. Strauss, Summa Health System president and CEO;  
Roxia Boykin, MPA, R.N., Summa Health System vice president, community benefit and diversity;  
Margaret Ralston-Payne, chair, Summa Health System Community Benefit Committee;  
Steven P. Schmidt, Ph.D., Summa Foundation Chief Operating Officer

Welcome to Summa Health System's 2010 Community Benefit Report. In this report we highlight how Summa dedicated its resources in 2010 to create programs and activities that promote health and healing as a response to community needs. More than ever, Summa feels the responsibility to serve and be a leader in the community. Not just by providing high-quality, high-value healthcare for our patients. Not just through providing charity care for those in need. But by advancing the health of this community, and by giving back as much as the community has given us.

The benefits Summa contributes to the community are large in scope. Summa's support extends beyond its four walls to offer health improvement services, financial and in-kind donations, community-building activities, research, education and more.

That is why we are committed not just to enhancing our community, but to

strengthening and transforming it, through community benefit. Our community benefit programs help protect the most vulnerable in our society, improve the education of our local youth and extend our support to the uninsured and underinsured in our community. We mentor Akron Public School students throughout their educational careers. We spread our compassion through palliative and hospice care across the globe. We support local food banks and clinics with our donations and resources. We relentlessly pursue research opportunities to create a better, healthier community. All of this – and more – serve as investments in the long-term health of our community and ultimately, our world.

The programs highlighted in our 2010 Annual Community Benefit Report demonstrate our unwavering commitment to the health of our community. Every day, Summa contributes to making our region a better, healthier place to live – making a difference for our community!



# Fighting hunger

provide help to those in need. Contributions are taken to a local collection site and 11 local emergency food

Summa Health System engages its employees in events throughout the year that directly benefit organizations that are fighting hunger in the community. 17.2 million American households are struggling to put food on the table and hunger is affecting our local community at a staggering rate. More than one in seven Ohio households are facing a daily risk of hunger or are food insecure. Summa employees are prepared to battle this issue.

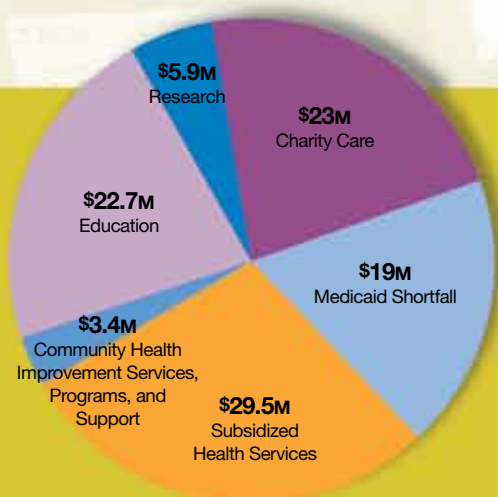
Since 2007, at Robinson Memorial Hospital, an affiliate of Summa Health System, employees participate in an annual fall food drive called Operation: End Hunger. "Each year we try to improve our donations to better serve the community," explained Sandy Haskell, director, volunteer services and community relations. "We are one of the largest contributors in the area."

Robinson's two-week drive culminates in the National "Make a Difference Day," a national day of caring across the United States in order to raise awareness and

cupboards, hot meal sites and shelters receive food and supplies. Employees see their donations go directly back into the community that they serve.

In 2010, Robinson employees donated more than 6,500 items totaling nearly two and a half tons of food and toiletry items to this cause. These donations will benefit every age group, from children who go without meals because their parent lost his or her job and can't afford to buy food, to seniors on fixed incomes.

Summa's commitment to fight hunger also is evidenced at the annual Harvest for Hunger drive in March. Food and funds raised benefit the Akron-Canton Regional Foodbank. The Akron-Canton Regional Foodbank was formed in 1982 by a group of community leaders who made a commitment to provide emergency food to neighbors in need. Today, the Foodbank provides food and other essential items to member agencies that operate more than 450 programs like food pantries, hot meal sites, shelters and other



## 2010 COMMUNITY BENEFIT COSTS AND INVESTMENTS

\$103.5M

This chart totals \$103.5M and is net of Hospital Care Assurance Program (HCAP) Benefit of \$14.8M

## SUMMA HEALTH SYSTEM AND AFFILIATE\*

- \$23.0M** Charity Care
- \$19.0M** Medicaid Shortfall
- \$29.5M** Subsidized Health Services
- \$ 3.4M** Community Health Improvement Services, Programs, and Support
- \$22.7M** Education
- \$ 5.9M** Research

\*To measure and report community benefit, Summa Health System, which includes Summa Akron City and St. Thomas Hospitals, Summa Barberton Hospital, Summa Wadsworth-Rittman Hospital, Crystal Clinic Orthopaedic Center, Summa Western Reserve Hospital, Robinson Memorial Hospital, a Summa Health System affiliate, and Summa Physicians Inc., follows Internal Revenue Service and Catholic Health Association guidelines.

hunger-relief programs in the neighborhoods and communities where people need food.

Each year, Summa tries to exceed previous Harvest for Hunger accomplishments. In 2010, Summa contributed \$13,556 and more than four tons of food and supplies to Harvest for Hunger. This earned Summa Platinum level of company fund contributions and Gold level for poundage.

Helping achieve this continued success is Summa Idol, a system-wide competition based on the popular television competition. 2010's winner, Sandra Heard, went on to compete at the city-wide Corporate Idol event at the Akron Civic Theatre where nine performers belted out their best to help raise funds for the Akron-Canton Regional Foodbank. Attendees could vote for their favorite performance by making financial donations; each \$1 donation equaled one vote and provided three meals for those in need. Heard brought home to Summa the overall title for the third year in a row. Total funds of \$8,603 were raised at the event, the equivalent of 25,809 meals, according to Dan Flowers, president and CEO of the Foodbank.

Summa also offers No Summa Bagel Left Behind, in which breads, muffins, pastries and of course, bagels, are donated to Haven of Rest Ministries in Akron, Ohio. A variety of onsite resources, including Virtues restaurant, Freshens and the Summa Akron City Hospital cafeteria, all donate their unsold food that would normally be discarded. Summa has a strong partnership with this nonprofit facility, which provides food, shelter,

clothing and other services for homeless children and adults. Haven of Rest is focused on solving homelessness through education and faith-based programs designed to transition individuals to society.

"We're just delighted with the partnership that Summa has given us," said Rose Rose, community relations coordinator for Haven of Rest. "They have helped us by donating some quality food products that we can offer to the people who come here. It's a treat for them."

In 2010, Summa's food donations topped nearly \$11,000, which will serve 200 people in the community.

The idea of this program came from a Summa employee who shared her idea to donate the unused food with the health system's food and nutrition department, which worked with the Summa Foundation to start No Summa Bagel Left Behind.

Through each of these efforts, the goal is the same— to help as many people as possible to live with their basic needs met, promoting physical well-being. Summa is in the fight to end hunger.




### Charity Care (at cost)

As the area's top safety net provider, in 2010 Summa Health System provided more than \$23 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 2010, more than 83,000 individuals benefited from the charity care program.



# Furthering education

Helping students of all ages further their development through reading, economic and business education facilitates their success as students and ultimately as members of the workforce in their chosen fields. This education offers both short and long-term benefits that help individuals become productive, contributing members of the community. Summa's commitment to providing venues for education is evidenced by its participation in a number of education-related activities, including Destination College, AkronReads, Junior Achievement, career immersion initiatives with the Summit County Board of Education and Akron Public Schools and Summit Education Initiative.

Summa actively participates in the AkronReads and Junior Achievement programs in conjunction with Seiberling Elementary School in Akron. Since 1999, thousands of trained literacy tutors have helped Akron students in kindergarten through third grade reach new goals in achieving literacy and competence through AkronReads. And Summa has been a part of it since the 2000-2001 school year. Summa employees committed the time and financial resources to help make a significant difference in the reading test scores of students at Seiberling.

Commitment of this program comes from Summa leadership. President and CEO of Summa Health System, Tom Strauss, continues to participate as a

tutor, as he has since the 2006 – 2007 school year. AkronReads tutors make an immediate connection with their students and foster the growth of future community leaders.

“AkronReads is how we first began our relationship with Seiberling,” said Angela Hayes, Summa Foundation's director of community reinvestment. “It's really a wonderful way for us to reach out and have a positive impact on the greater Akron community, especially with area youth.”

Through Junior Achievement, Summa employees become a Teacher for a Day and work with students to inspire and prepare them to succeed in a global economy.

Junior Achievement programs help prepare young people for the real world by showing them how to generate wealth and effectively manage it, how to create jobs which make their communities more robust, and how to apply entrepreneurial thinking to the workplace. Students put these lessons into action and learn the value of contributing to their communities.

Junior Achievement served 930 classrooms with curriculum reaching more than 19,314 students throughout North Central Ohio during the 2010–2011 school year. Overall, students who participated in Junior Achievement showed gains in their understanding of entrepreneurial, financial and business-related concepts. In the 2010-2011 school year local participating students were tested on their acquisition of key concepts related to finance, business and the world of work. Scores increased, on average, by 17 percent from pre- to post-test.\*

## Community Building Activities

Throughout 2010, Summa Health System provided strong leadership and support in various regional alliances and initiatives designed to revitalize our

community. Our collaborative efforts with other area healthcare systems and universities led to the creation of the Austen BioInnovation Institute in Akron (ABIA).

By the time a student gets to high school, he or she needs to think about what career is a good fit for them. As students move through their education careers, they need support in deciding what career paths to take. Summa's Career Immersion program, funded by a grant from The JPMorgan Chase Foundation, is designed to provide rigorous and relevant curriculum to engage and prepare high school students for the post-secondary education and training necessary for success in the wide variety of careers associated with the Biomedical Sciences including physician, nurse, scientific researcher and more.

More than 50 students to date have partnered with Summa through the Biomedical Science program at Akron's North High School. "These students are so excited for this program," said Michelle Johnson, the educator assigned to the Career Immersion program. "This is such a great opportunity for these students to receive hands on experience. They become completely immersed in the career and learn so much more than I could ever teach them in a classroom. We are so fortunate to have partnered with Summa on this program."

Finally, Destination College is a mentoring program for first generation college-bound high school students. Eighteen students participated in 2010, with Summa contributing many hours in support of this program. Mentors helped students prepare for college admissions tests, such as the ACT, and for interviews with college representatives. They also helped students navigate the college application process, including arranging for letters of recommendation.

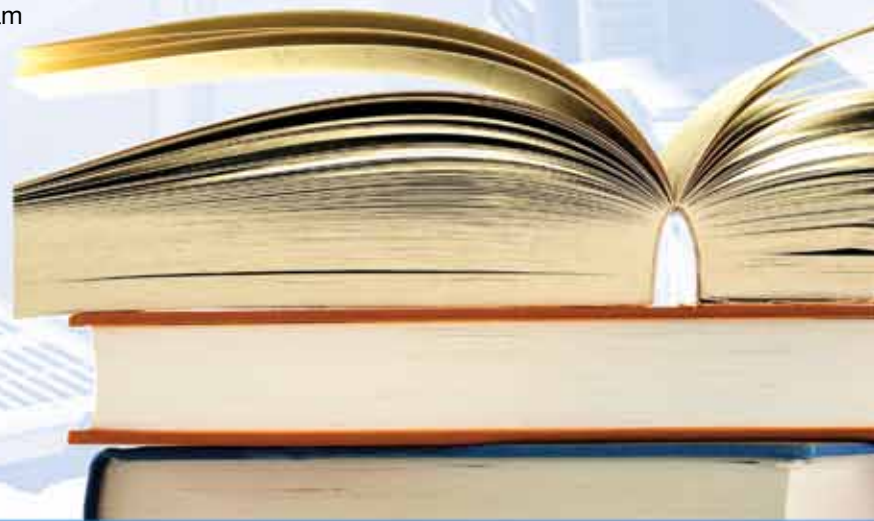
In 2010, students attended a healthcare career exploration academy for two days at which they toured various departments of Summa's Health System, job shadowed and learned workplace skills for success in a healthcare career.

Summa also offered several events as networking and learning opportunities for participants. They also provided a college forum on site, and brought various colleges together and a speaker's panel to help students gather information and resources to support their decision-making process.

Educational journeys can sometimes be challenging for students. That is why Summa offers a multitude of programs to assist students as they travel from elementary school, through high school, and prepare for college. These programs also support the parents and caregivers of these students, providing a wealth of information to help navigate the educational journey.

The education of our youth is critical for a thriving, growing community. Summa believes this and supports the bright futures of the community's children.

*\*Source: 2010/2011 Junior Achievement of North Central Ohio Report Card*



As a member of Northeast Ohio Health Science and Innovation Coalition (NOHSIC), Summa is working to address workforce shortages through numerous partnerships.

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 2010 totaled more than \$300,000.



# Spreading Compassion

Summa's Palliative Care and Hospice Program is committed to international outreach activities to further spread hospice and palliative care's benefits globally. Summa has forged a partnership with a sister hospice program in Kakamega, Kenya, initiated through the National Hospice and Palliative Care Organization's Foundation for Hospice in Sub Saharan Africa, to partner with Hospice and Palliative Care programs in the U.S. Seven Summa hospice staff members ventured to Kakamega on two separate trips to help hospice and palliative professionals in this region of the world understand the value of hospice and palliative care and how it benefits patients.

When you walk into Kakamega Hospital, you will see a facility unlike many hospitals in the United States. You will observe a waiting area filled with patients that came for the day, sometimes walking miles just to see a doctor. Payment is required; a price list is posted in each area. Family members are required to stay 24 hours while a patient is under care, assist with dressing changes, provide food and wash linens. There is no running water and the bathroom is comprised of two holes in the ground. Patients are normally two to a bed.

Medications are scarce and have to be paid for before they will be administered. The operating room has open windows to the elements and unstable electricity.

Summa staff members met with patients, staff and hospital officials and provided basic education on symptom management interventions because access and ability to pay for medications is a struggle. So many individuals have to wait to travel to the hospital until they have the funds to pay for services. They wait, and because they do, often their conditions worsen. By the time an individual can afford to go to the hospital, their disease has progressed to a point that only hospice/palliative care is needed. However, the facility only offers one 10 foot by 10 foot room for hospice care. More than 30 people are seen in the hospice clinic each month. Care is provided when the patients can travel and pay for hospice care.

More help is needed. First, plans are underway to renovate a facility across the street from the existing hospital, so there is access to the hospital's resources. Half of the facility will offer hospice and palliative care; the other half will house a day care for patients. The larger facility

## Health Professions Education

As a national leader in medical education, Summa Health System fosters a sought-after learning environment for the next generation of caregivers. At three of Summa's hospitals, more than 250 graduates from U.S. and international medical schools train in 19 accredited

residency and fellowship programs and 30 percent of residents remain in the community to practice at Summa hospitals. Summa has also invested more than \$22 million of its resources to provide clinical learning experiences in medicine, nursing and allied health.

will provide the opportunity to care for more patients. The surrounding land can be used for planting, expansion and serenity.

“We will easily double the number of patients seen,” explained Kim Kousaie, director, Summa’s palliative care and hospice services. Storage also will increase, so administrators are in a better position to store the donations of medication and supplies that are so desperately needed. Once the facility is in place, administrators will need to increase their supplies to help meet the needs in the region.

“Finally, we need to educate the staff and hospital officials,” said Kousaie.

“One way I hope we can continue to contribute is to give them the access to medications to get pain and suffering under control,” said Kousaie. *Relief of Pain and Suffering is a Human Right* is the motto of this Kakamega Hospital and Harambee (Let’s All Pull Together), Kenya’s National Motto, has been adopted as Summa’s Hospice motto.

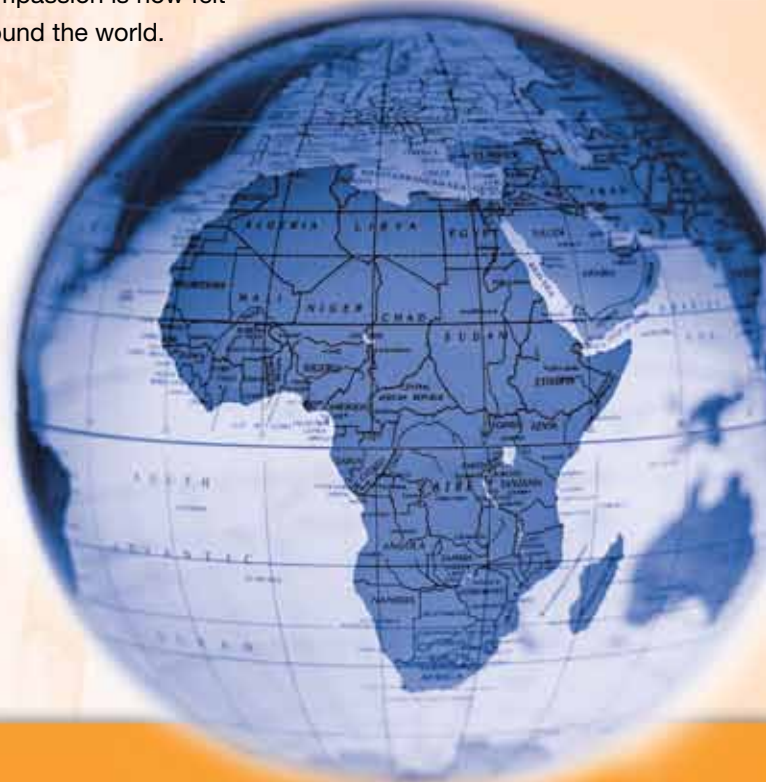
Renovations to the building were made possible due to the funds raised at Men Who Cook, an annual fundraising event that draws hundreds of community members and employees to benefit one area of the health system that provides care or services to the patients and communities we serve. Every year, male amateur chefs from Summa and the Northeast Ohio community prepare their choice of food for guests and a panel of female judges. In 2010, Men Who Cook raised \$45,000.

Summa is committed to supporting the Kakamega hospital annually. Hospice of Summa will provide \$5,000 each year to allow the facility to purchase

the supplies needed for patient care. Working with Kakamega Hospice reflects a continuation of Summa’s Palliative Care and Hospice Program’s commitment to international outreach activities including:

- A seven year cooperative effort to support the development of the first home hospice program in southern Hungary – Pecs Baranyi Hospice;
- Supporting a physician Fulbright Scholar from Hungary who spent a year in Akron furthering her clinical, educational and research skills;
- Participating in a joint educational program with the National Institute of Oncology in Havana, Cuba;
- Participating in palliative care educational programs in South America and Vietnam.

Such efforts enrich and strengthen Summa’s program while offering support and encouragement to developing hospice and palliative care programs abroad. Summa’s compassion is now felt around the world.



### **Community Health Improvement Services**

An important part of Summa’s mission is offering preventive and wellness programs to build a healthier community. Throughout 2010, Summa provided more than \$1.4 million to help fund vital health improvement activities such as free and low-cost health screenings, health education services and wellness programming.

### **Un-reimbursed Cost of Medicaid**

As one of northeast Ohio’s top providers of hospital care for Medicaid patients, in 2010, Summa Health System’s unpaid costs for Medicaid totaled more than \$19 million. Ohio Medicaid reimbursements historically have not covered the cost of providing the care to the program beneficiaries, creating a budgetary shortfall.

# Providing care

Summa Health System's

mission is to provide the highest quality, compassionate care to our patients and members and to contribute to a healthier community. A similar mission is found at the Barberton Community Health Clinic in Barberton, Ohio. Their mission is to provide healthcare to meet the needs of the medically underserved in its community. Summa Barberton Hospital, part of Summa Health System, has a strong relationship with the clinic.

Established in 1984, Barberton Community Health Clinic delivers primary healthcare to those who do not qualify for public programs or do not have health insurance. Among its services to the residents of Barberton and surrounding communities are physical examinations, simple lab tests, referrals to specialists when necessary, diagnosis and treatment of illness, nutrition and weight control counseling, diabetic counseling, a smoking cessation program and medications. All of these services are provided at no cost to the patient.

"This facility is the only one of its kind in the area," stated Donna Keim, director at Barberton Community Health Clinic. "We

see patients that have nowhere else to go." Patients are able to set appointments for the same day. They can see a doctor, get their medication, receive education if needed, and walk out with everything they need.

Statistics show that those who do not qualify for health insurance tend to access health services primarily in time of crisis. This lack of preventive care and services can lead to major health conditions, generally results in costly emergency room visits, a sicker individual and significantly higher mortality rates. Staff encourages patients not to wait until they are sick to come in. They want patients to build relationships with the physicians at the clinic, so their provider, someone who is familiar with their health, can help lead them to overall well-being.

One such patient is Joanne Benner of Barberton. Benner has been a patient at Barberton Community Health Clinic since 2005 and comes in for follow up care for her diabetes and associated ailments.

She first started visiting the clinic after she was diagnosed with diabetes after a routine gall bladder surgery. Doctors informed her, based on the damage her body had already suffered, that she probably developed diabetes more than 12 years prior. With no

## Financial and In-kind donations

Every year, Summa contributes financial assistance and in-kind services to support organizations and events that provide care and promote health and wellness. From neighborhood health facilities such as OPEN M, to Access to Care, to Akron Community Health Resources, Akron's only federally funded health center, Summa participates in numerous community

programs and helps other not-for-profits fulfill their missions. 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 \$1.7 million to community organizations in 2010.

insurance, increased hospital bills and needing extensive, maintenance care, Benner was in dire straits. Enter the Barberton Community Health Clinic.

Benner started scheduling visits every two weeks. Initially, she was taking insulin four times a day and was on numerous medications. All of the care she receives, including all of her medications, is free of charge.

“I get wonderful care here,” shared Benner. “I’m still here thanks to the clinic. Without them, I wouldn’t be. I love all of the doctors and nurses. I can’t ask for anything more.”

Now, Benner has her diabetes under control and takes insulin once a day. She also schedules regular visits to a podiatrist and ophthalmologist through the clinic as part of her preventive care.

More than 200 patients like Joanne come through the doors each month. Ailments range from sore throats and infections to maintenance treatment for chronic illnesses such as diabetes. Ultimately, a trip to the clinic may allow a patient to stay out of the emergency room.

The physicians who are providing services at the clinic are from Summa Barberton Hospital and they dedicate their time and knowledge.

“It’s a true learning experience for the physicians,” explained Keim. “It’s part of their education to come here and they are amazed at what we do. At the Barberton Community Health Clinic,

we help physicians learn about more than medicine; here it is about helping, learning about community and giving back.”

“Barberton itself is very service-oriented,” said Jim Stonkus, vice president, business development for Summa Barberton and Wadsworth-Rittman Hospitals. “There are a lot of helping hands. Many individuals in town know about the Barberton Community Health Clinic and are dedicated to helping improve the health of the community. This clinic has made such an impression on the community.”

Barberton Community Health Clinic was the vision of a local pharmacist, Walter “Walt” Ritzman, and has played an important role in the community since its inception. For years, Ritzman dedicated his life to helping others feel better. The clinic receives support from the Barberton Community Foundation, local churches, the United Way of Summit County and various other sources, including private donations.

Ritzman passed away in November 2011, but his legacy continues through the clinic. With the support of Summa, it continues to serve the community and remains a stable and viable resource for thousands of citizens who are in need of medical care with nowhere else to turn.



### **Subsidized Health Services**

Summa Health System 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 our Center for Senior Health, Level III Perinatal Center, Care Center for HIV/AIDS cases, DOVE program for crisis services,

the Summa Center for Dental Health and our diabetes education efforts are provided even though they are not profitable. Income from other services is used to cover these costs. In 2010, the cost of our subsidized health services exceeded \$29.5 million dollars.



# Conducting research

On January 1, 2011, the first baby boomers turned 65. That means for the next 20 years, the number of people over 65 each year will increase. A larger pool of people translates into an increased percentage of older patients in emergency departments.

Currently, at Summa Akron City Hospital, 24 percent of patients that come into the emergency department are 65 or older, and that number will continue to grow with the aging population.

What may come as a surprise is one of the top five reasons for visiting an emergency department, based on previous research. You may expect chest pain or shortness of breath, but how about weakness? The fifth most common reason for visiting an emergency department is weakness, which falls behind injury, chest pain, abdominal pain and shortness of breath.

Prior research has shown that geriatric patients (those over the age of 65) spend a longer time in the emergency department (51 minutes longer), need to have more tests and initial procedures and are 20 percent more likely to be admitted.

So, as the Baby Boomers continue to age, emergency departments will see more patients presenting themselves with weakness as an

issue. Scott Wilber, M.D., MPH, director of the Emergency Medicine Research Center at Summa Akron

City Hospital, wondered about the relationship between weakness, a sign of frailty, and persons over the age of 65. In 2010, he set out to find some answers.

“It may seem shocking that weakness is number five overall on the list,” said Wilber. “This told me that it was definitely an area where we needed to invest some time and effort.”

“What happens when patients get sick? Some get so sick and are so weak that they can’t stand up and have to go to the emergency room. What are the mechanisms that cause them to get so weak? If we can identify those mechanisms, we can design interventions.”

Thanks to funding from Summa Foundation, Wilber conducted three separate studies to determine the relationship between frailty and weakness in older patients. Frailty is defined by weakness, slow walking speed, weight loss, exhaustion and low physical activity. “We can do an assessment in the emergency department that is simple, time effective and easy for patients that will give us an initial assessment of frailty,” explained Wilber.

His first study measured weakness in patients using hand grip. Research team members also had emergency department (ED) patients conduct a walking test to measure their

## Research

Over the past decade Summa’s integrated approach to scientific inquiry and research has earned high rankings and demonstrated our dedication to the advancement of medical knowledge. Innovation is at the very core of our programs, providing the ability to redefine medical treatments and keep us on the frontier of medical

discovery. In 2010, Summa contributed nearly \$6 million dollars to the advancement of medical care and treatments. Our mission to continually transform and improve patient care in our community and around the world is facilitated by our various research labs and departments, including:

walking speed, and they asked patients questions about recent weight loss, feeling exhausted and low physical activity. This research gleaned that 20 percent of patients presenting in the ED were classified as frail. These patients were more likely to be dependent upon others in some of their activities of daily living (ADLs), such as bathing, dressing, ambulation and meal preparation.

These findings led to two other studies. Wilber and his team started measuring biological markers in patients' blood to try and find an association with muscle weakness. They measured vitamin D levels and inflammatory markers. Their research showed that inflammation is also associated with weakness.

Finally, the research team looked at the outcomes of weak patients and found that these patients were more likely to be dependent upon others in their ADLs, but weakness did not predict bad outcomes 30 days later.

#### Next step

To further his research, Wilber is planning to apply for National Institute of Health funding for a larger study— to look at a specific group of patients. Infection is the most common cause of weakness, and is also the most common cause of delirium. Delirium is a disturbance in a person's mental abilities that results in a decreased awareness of one's environment and confused thinking. The onset of delirium is usually sudden, often occurring within hours or a few days.

The question then becomes, what is the relationship between infection, weakness and delirium? Wilber hopes to find out.

“What if we could find a mechanism that connects delirium and weakness and we could design interventions to prevent these conditions or hasten recovery?” asked Wilber. “We are one of the first groups to look at this area of medicine,” explained Wilber. “It is a unique opportunity for us in emergency medicine.”

Wilber's research will hopefully identify mechanisms that connect delirium and generalized weakness and will allow interventions to be designed to prevent these occurrences. These two issues will affect millions of Americans in the coming years, and this research could offer hope for these conditions.



- Applied Surgical Research Unit
- Center for Cardiovascular Research
- Center for Treatment & Study of Traumatic Stress
- Emergency Medicine
- Family Medicine
- Health Services Research and Education Institute
- Infectious Disease
- Molecular Pathology
- Musculoskeletal Research Laboratory
- Nursing
- Oncology
- Ophthalmology
- Surgical Education and Research
- Women's Health

# Community Benefit Summary 2010

Listed below are some of the organizations Summa Health System has supported either financially or in kind through which individuals have benefitted:

|   |  |
|---|--|
| Akron Canton Regional Food Bank         | Leukemia and Lymphoma Society                              |
| Akron Pride Center                      | Love Akron   |
| Akron Reads                             | Medina Health Ministry                                     |
| Akron Urban League                      | Minority Health Roundtable                                 |
| All American Soap Box Derby             | National Association for the Advancement of Colored People |
| Alzheimer's Association                 | National Multiple Sclerosis Society                        |
| American Diabetes Association           | Northeast Ohio Medical University (NEOMED)                 |
| American Heart Association              | Oak Clinic   |
| American Red Cross                      | Ohio Academy of Science                                    |
| Austen BioInnovation Institute in Akron | OPEN M   |
| Battered Women's Shelter                | Project GRAD   |
| Diversity Center of Northeast Ohio      | Project Homeless Connect                                   |
| East Akron Community House              | Project Learn of Summit County                             |
| Elves and More                          | Stewart's Caring Place                                     |
| Girl Scouts of Northeast Ohio           | Tuesday Musical Association                                |
| Habitat for Humanity                    | University Park Alliance                                   |
| Hattie Larlham                          | Victim Assistance  |
| Jewish Community Center                 |  |

## Bad Debt Expenses

An important part of Summa Health System's commitment to providing quality and accessible healthcare includes covering the expenses of payments that were expected but not received. While Summa Health System recognizes that the cost of bad debt is part of the cost of doing

business, we agree with the Ohio Hospital Association that it is important to report these costs to show the total picture of how much care Summa Health System provides to the community without full reimbursement. In 2010, the cost for bad debt exceeded \$27.5 million.

Making our region a better, healthier place to live – that's what community benefit means to Summa.

