When Cleveland Clinic welcomed its first patients in 1921, its sense of mission was clearly in place: “Better care of the sick, investigation into their problems, and further education of those who serve.” Cleveland Clinic’s visionary founders set out to develop an institution that would be greater than the sum of its parts—a medical service in which cooperating specialists would think and act as a unit.

Over the last near-century, that vision has continued to guide the leadership and staff of Cleveland Clinic. The Clinic has grown to become one of the largest academic medical centers in the world. Yet at all its sites and facilities, Cleveland Clinic continues to operate as a not-for-profit group practice in which patient care, research, and education are paramount.

In this special edition of Patients Beyond Borders Focus On, the editors of Patients Beyond Borders invite you to learn more about Cleveland Clinic and the many ways the Clinic extends its commitment to patient care both in the US and around the world.

The Patients Beyond Borders Focus On™ series gives patients an in-depth look at the facilities and medical offerings of leading international hospitals and specialty centers.

Visit patientsbeyondborders.com for more information and additional patient resources.
**Patients Beyond Borders®**

**FOCUS ON: CLEVELAND CLINIC**

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The *Patients Beyond Borders®* series offers comprehensive information for patients considering medical tourism. Less about travel and all about healthcare choices, *Patients Beyond Borders* provides practical answers for the increasing number of healthcare consumers seeking access to the best, most affordable hospitals in the world.

**Patients Beyond Borders Focus On: Cleveland Clinic** is a collaboration between Healthy Travel Media and Cleveland Clinic. Special thanks to Dr. William Ruschhaupt, Dara Krueger, Brian Kolonick, Valerie Kovacs, Katherine Hanna, and all the innovative, inspiring staff at Cleveland Clinic, whose efforts have made this publication possible.
There I was, touring another hospital, adding to my total of some 150 healthcare facilities visited in more than 30 countries. I saw what I often see: hotel-like lobbies, valet parking, luxury patient suites, reflecting pools and gardens, wellness facilities, plush visitor lounges. Then the irony struck me. I wasn’t in Seoul, Bangkok, or Monterrey, where such amenities—even luxuries—are the norm for modern, international hospitals. No, I was at Cleveland Clinic, Ohio, a two-hour plane ride from my home in North Carolina.

I felt comfortable at Cleveland Clinic, just as I had in the best hospitals overseas. I couldn’t help reflecting that I’d come to expect first-class amenities and service in hospitals abroad, but not in my homeland, where peeling paint and crowded corridors too often diminish the patient’s healthcare experience. Cleveland Clinic, I realized, has kept up with the times, invested in the future, and taken a global view, providing top-quality healthcare in a contemporary setting.

When people in other nations think of excellence in US healthcare, they think of places like Cleveland Clinic. Building on a long and venerated history—by US standards, anyway—the Clinic offers the perfect amalgam of medical expertise and twenty-first-century hospitality. While its lengthy lists of awards, achievements, and “firsts” are covered elsewhere in this publication, to my mind, the Clinic’s greatest foresight came a half-century ago when it began branding itself around its specialties.

Cleveland Clinic’s first unified specialty center was built around heart care. The Clinic emerged as the go-to center for cardiovascular diseases and cardiac surgery because its leaders recognized the potential of multidisciplinary teamwork. Bringing together talent from diverse fields promotes not only excellence in patient care but also synergisms in research, education, and professional development. Cleveland Clinic has since used that model to expand successfully into other specialties, including neurology, neurosurgery, urology, and the treatment of kidney diseases and digestive disorders.

One of my torch songs is that the future of healthcare lies in the efficiencies, affiliations, and collective wisdom that result from such specialization. I see Cleveland Clinic as a model of that future. The Clinic offers specialized knowledge and care to patients in northeastern Ohio, and each year it welcomes visitors from every state in the Union. It has expanded its outreach with facilities in two additional US locations, a clinic in Canada, and management partnerships in Abu Dhabi. Cleveland Clinic’s aggressive focus on the patient experience, the efficiencies of specialization, and a global reach is as important to the landscape of contemporary healthcare as its clinical achievements.

Josef Woodman
North Carolina, US, 2011
Cleveland Clinic opened its doors in February 1921, eager to implement what was then a new and untried concept: a group practice. Inspired by the collaborative effort and efficiency they observed in military hospitals during World War I, the Clinic’s four founders wanted to try working together in a team approach to patient care. The original four-story Clinic building reflected the founders’ belief in cooperative medical practice supported by research and education with dedicated space for each activity. The Clinic’s success was immediate and, over the next three years, a new 240-bed hospital and research annex were built.

In the 1950s heart care became a major medical focus after Cleveland Clinic cardiologist F. Mason Sones discovered a way of imaging the coronary arteries. In brief, coronary angiography pinpoints blockages and confirms that heart attacks are caused by coronary occlusions. This discovery led to a second breakthrough: in 1967 a young Cleveland Clinic surgeon named René Favaloro performed the world’s first coronary artery bypass procedure. These synergistic discoveries launched the modern era of heart care worldwide.

The Clinic grew rapidly in the 1970s and 1980s. To help manage its increasing complexity, the Clinic instituted annual professional reviews for all staff positions. This commitment to measuring performance distinguished the Clinic from all others, and the data gathered set standards of practice for healthcare professionals the world over.

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**CLEVELAND CLINIC BY THE NUMBERS**

Cleveland Clinic was the first major medical center to publish annual outcomes books for every medical specialty. In these books, comprehensive data on procedures, volumes, mortality, complications, and innovations are shared with physicians and made available to patients online.

<table>
<thead>
<tr>
<th>2010</th>
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<tbody>
<tr>
<td>Total annual visits</td>
</tr>
<tr>
<td>Admissions</td>
</tr>
<tr>
<td>Surgical cases</td>
</tr>
<tr>
<td>Physicians and scientists</td>
</tr>
<tr>
<td>Residents and fellows in training</td>
</tr>
<tr>
<td>Accredited residency training programs</td>
</tr>
<tr>
<td>Countries of patient origin</td>
</tr>
</tbody>
</table>
In the years that followed, Cleveland Clinic built 16 family health and surgery centers in surrounding communities. Through mergers, it acquired a system of ten community hospitals. In 2002 the Clinic founded the first new medical school program in the US in 25 years, and its first class graduated in 2009. The Cleveland Clinic Lerner College of Medicine, now tuition free, uses a unique curriculum specifically designed to educate a new generation of physicians skilled in both scientific research and the practice of medicine.

Expansion and Accessibility

Today Cleveland Clinic has grown to become the second largest group practice in the world. Its 40,000 employees—2,700 of them physicians and scientists—work in 120 medical specialties and subspecialties. The Clinic's facilities extend well beyond Ohio. Cleveland Clinic Florida includes an integrated hospital and clinic in Weston, Florida. It also has a health and wellness center in Palm Beach. And its Lou Ruvo Center for Brain Health in Las Vegas, Nevada, is specially focused to advance research, early detection, and treatment of neurocognitive disorders.

The Clinic’s footprint is increasingly global with a diversity of international partnerships. In 2006 Cleveland Clinic Canada opened a state-of-the-art 26,000-square-foot outpatient clinic focused both on treatment and on preventing disease while improving health and well-being. In Abu Dhabi the Clinic has managed Sheikh Khalifa Medical City since 2007 and has partnered with Mubadala Healthcare to build a full-service hospital and specialty clinic, Cleveland Clinic Abu Dhabi, scheduled to open in 2013.

Clinical Expertise

Back in Cleveland, a new era began in the fall of 2008 with the opening of the Sydell and Arnold Miller Family Pavilion and the Glickman Tower. These two buildings house the Miller Family Heart and Vascular Institute and the Glickman Urological and Kidney Institute. Together these top-ranked programs add more than 1 million square feet to the campus and help meet the demand of an aging population for these services. Cleveland Clinic is the first major medical center to be organized around patient-centered institutes. Each institute combines clinical services addressing a single disease or organ system. This integrated model of care is supported by a culture in which engaged employees provide an exceptional experience for patients and families.

“When I look back I see this incredible dedication in the people who started this Clinic, and the obligation that we have to pick up the torch and run with it. This is a big responsibility, and you add that responsibility to the responsibility we have for looking after people. Everybody who walks into the hospital is terrified and needs to be taken care of in a personal way. We are all going to be patients, and we want them taken care of as we’d like to be taken care of. It is all about the patients. I think that is the centerpiece. From that, you get a sense of the privilege of looking after people and the responsibility that goes with it,” says Delos Cosgrove, MD, Cleveland Clinic CEO.
Leadership in Organization and Innovation

Structured as a group practice, Cleveland Clinic’s staff doctors are salaried employees, pooling their wisdom and expertise for the benefit of the patient and the community. In 2007 the Clinic restructured its administration to complement the group practice model. By combining specialties surrounding a specific organ or disease system into integrated practice units called institutes, medical care becomes more efficient and understandable for the patient, and Clinic staff are better able to provide collaborative, patient-centered care. The Clinic’s quality of care and spirit of innovation have been repeatedly recognized by consumers and leading independent organizations.

RECENT RECOGNITION

| “America’s Best Hospitals” 2011 | US News & World Report has consistently named Cleveland Clinic as one of the best US hospitals in its annual “America’s Best Hospitals” survey. Cleveland Clinic’s heart and heart surgery program has been ranked No. 1 in the nation since 1995. |
| Consumer Choice Award 2010 and 2011 | Through the National Research Corporation, consumers in Cleveland named Cleveland Clinic a No. 1–quality healthcare provider. |
| World’s Most Ethical Companies 2010 | Rated one of two of the world’s most ethical companies in healthcare by Ethisphere Institute |
| Magnet Status 2003 and 2008 | American Nurses Credentialing Center’s highly prized indicator for nursing excellence |

WHAT ACCREDITATION MEANS TO YOU

When you walk into a hospital or clinic in the US and many other Western countries, chances are good that it’s accredited, meaning that it’s in compliance with standards and “good practices” set by an independent accreditation agency. Accrediting agencies and commissions cast a wide net of evaluation for hospitals and other healthcare facilities and services throughout the world. Accreditation is important; it gives you, the medical traveler, a trustworthy assurance of quality.

In the US, the largest and most respected accrediting agency is the Joint Commission. An independent, not-for-profit organization, the Joint Commission accredits and certifies more than 18,000 healthcare organizations and programs in the US. Accreditation and certification from the Joint Commission is recognized the world over as a symbol of quality that reflects an organization’s commitment to meeting certain performance standards. Cleveland Clinic is accredited by the Joint Commission for both its hospital and its home-care program. The commission has also awarded Cleveland Clinic with advanced certification as a primary stroke center.

Cleveland Clinic’s Department of Accreditation provides guidance to ensure the Clinic is continually in compliance with the highest level of quality care and patient safety standards set by accrediting bodies and regulatory agencies. Cleveland Clinic’s Pathology and Clinical Laboratory is accredited by the American Society for Histocompatibility and Immunogenetics. The Clinic has also achieved various specialty accreditations from the Commission on Accreditation of Rehabilitation Facilities, the National Committee for Quality Assurance, the Centers for Medicare and Medicaid Services, and the Ohio Department of Health.
Landmark Achievements

<table>
<thead>
<tr>
<th>Year</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>2009</td>
<td>World record for the most lung transplants performed at a single center in a single year: 170</td>
</tr>
<tr>
<td>2009</td>
<td>World record for surgeries on the thoracic aorta: more than 900</td>
</tr>
<tr>
<td>2009</td>
<td>World’s first heart/liver transplant in a patient with a total artificial heart</td>
</tr>
<tr>
<td>2009</td>
<td>World’s first completely transvaginal kidney donation</td>
</tr>
<tr>
<td>2009</td>
<td>World’s first use of single-port robotic laparoscopy in gynecologic surgery</td>
</tr>
<tr>
<td>2008</td>
<td>World’s first human trial of a device for treating brain tumors using laser interstitial thermal therapy (LITT)</td>
</tr>
<tr>
<td>2008</td>
<td>World’s first colon resection performed entirely through a single incision in the navel</td>
</tr>
<tr>
<td>2008</td>
<td>World’s first near-total face transplant</td>
</tr>
<tr>
<td>2007</td>
<td>World’s first kidney surgery performed through a single incision in the navel</td>
</tr>
<tr>
<td>2003</td>
<td>World’s first discovery of a gene linked to coronary artery disease</td>
</tr>
<tr>
<td>2000</td>
<td>World’s first discovery of a gene linked to juvenile macular degeneration</td>
</tr>
<tr>
<td>1998</td>
<td>World’s first successful larynx transplant</td>
</tr>
<tr>
<td>1996</td>
<td>World’s first minimally invasive aortic heart valve surgery</td>
</tr>
<tr>
<td>1993</td>
<td>Pioneered skull base and circulatory arrest technique for aneurysm treatment</td>
</tr>
<tr>
<td>1989</td>
<td>Development of nonsurgical photon therapy for arteriovenous malformation treatment</td>
</tr>
<tr>
<td>1980</td>
<td>Development of a mitral valve retractor and annuloplasty ring that enables more effective heart valve repairs</td>
</tr>
<tr>
<td>1979</td>
<td>Pioneered extracranial and intracranial bypass surgery</td>
</tr>
<tr>
<td>1970s</td>
<td>World’s first computerized database on cardiovascular diagnosis and treatment</td>
</tr>
<tr>
<td>1967</td>
<td>US’s first development and refinement of coronary bypass surgery</td>
</tr>
<tr>
<td>1958</td>
<td>US’s first coronary angiography</td>
</tr>
<tr>
<td>1950s</td>
<td>Pioneered open-heart surgery on a stopped heart</td>
</tr>
<tr>
<td>1950s</td>
<td>Development of “no-touch” colorectal surgery</td>
</tr>
<tr>
<td>1940s</td>
<td>Isolation of serotonin, a key factor in hypertension</td>
</tr>
</tbody>
</table>
At Cleveland Clinic, a highly trained team of physicians, nurses, radiologists, laboratory technicians, pharmacists, rehabilitation therapists, and dieticians provide the clinical services required to meet every patient's needs. All staff members work under the supervision of a core executive leadership team on Cleveland Clinic's management team.

**President and Chief Executive Officer and Chairman, Board of Governors:**
**DELOS M. COSGROVE, MD**

Dr. Cosgrove received his medical degree from the University of Virginia School of Medicine in Charlottesville and completed his clinical training at Massachusetts General Hospital, Boston Children’s Hospital, and Brook General Hospital in London. As a surgeon in the US Air Force, he served in Da Nang, Vietnam, as the chief of US Air Force Casualty Staging Flight. He was awarded the Bronze Star and the Republic of Vietnam Commendation Medal. Joining Cleveland Clinic in 1975, Dr. Cosgrove was named chairman of the Department of Thoracic and Cardiovascular Surgery in 1989. Under his leadership, Cleveland Clinic’s heart program was ranked number one in America for ten years in a row (according to *US News & World Report*).

As president and CEO, Dr. Cosgrove presides over a $5 billion healthcare system. His leadership has emphasized patient care and patient experience, including the reorganization of clinical services into patient-centered, organ- and disease-based institutes. He has launched major wellness initiatives for patients, employees, and the local community.

**Chief of Staff:**
**JOSEPH F. HAHN, MD**

Dr. Hahn is responsible for Cleveland Clinic’s clinical divisions and institutes, which include more than 2,700 professional staff members. In addition, the Clinic’s education, research, and Florida operations report to the chief of staff. Prior to this appointment, Dr. Hahn was the chairman of Cleveland Clinic Innovations, for which he oversaw the commercialization of all technology developed at Cleveland Clinic. He was the longest serving chairman of surgery in the history of Cleveland Clinic (1987–2003).

A graduate of Johns Hopkins University in Baltimore, Maryland, Hahn earned his medical degree from the University of Virginia School of Medicine in Charlottesville, and completed his internship in the University of Michigan Health System, Ann Arbor. He completed graduate level studies at Cleveland’s Case Western Reserve University Weatherhead School of Management in 1990.
Chief of Operations:
WILLIAM M. PEACOCK III

Mr. Peacock oversees the Clinic’s facilities and services. In this role he supervises the more than 2,000 people who maintain Cleveland Clinic’s infrastructure, supply chain, protective services, and clinical engineering. He has led a series of expansion efforts including the Miller Family Pavilion and the Glickman Tower projects. Mr. Peacock holds a bachelor’s degree in electrical engineering from the US Naval Academy in Annapolis, Maryland, and a master’s degree in electrical engineering from Purdue University, West Lafayette, Indiana. He completed the Advanced Executive Program at Northwestern’s Kellogg School of Management in Evanston, Illinois. He joined the Clinic after retiring as a captain in the Civil Engineer Corps of the US Navy.

Chief of Medical Operations:
ROBERT WYLLIE, MD

Appointed in April 2011, Dr. Wyllie provides clinical oversight for operational decisions made throughout the Clinic. Prior to his appointment, Dr. Wyllie served as chief of the Children’s Hospital and chairman of both the Pediatric Institute and the Department of Pediatric Gastroenterology and Nutrition. He has been named in Castle Connolly’s America’s Top Doctors and Consumers’ Checkbook’s Guide to Top Doctors. Dr. Wyllie graduated with honors from the Indiana University School of Medicine in Indianapolis, where he also completed a residency in pediatrics and a fellowship in pediatric gastroenterology and nutrition. He received the Lyman Mieks Award from Indiana University as the outstanding medical student in pediatrics.

Chief Information Officer:
C. MARTIN HARRIS, MD

Dr. Harris chairs the Clinic’s Information Technology Division, serves as executive director of e-Cleveland Clinic, and is a staff member in the Department of General Internal Medicine. He was recently appointed to the US Department of Health and Human Services’ Health Information Technology Standards Committee and is chairman of the Healthcare Information and Management Systems Society. Dr. Harris received his undergraduate and medical degrees from the University of Pennsylvania in Philadelphia and completed his residency in general internal medicine at the university’s hospital. Dr. Harris also holds a master’s in business administration in healthcare management from the Wharton School of the University of Pennsylvania.
MILLER FAMILY HEART AND VASCULAR INSTITUTE

Cleveland Clinic’s Heart and Vascular Institute has a comprehensive range of departments and centers of excellence:
• Aorta Center
• Cardiothoracic Surgery
• Center for Adult Congenital Heart Disease
• Center for Advanced Ischemic Heart Disease
• Center for Atrial Fibrillation
• Center for Diagnosis and Treatment of Pericardial Diseases
• Hypertrophic Cardiomyopathy Center
• Kaufman Center for Heart Failure
• Thrombosis Center
• Tomsich Family Department of Cardiovascular Medicine
• Vascular Surgery
• Women’s Cardiovascular Center

2010 STATISTICS

<table>
<thead>
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<th>Patient visits</th>
<th>370,329</th>
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<tbody>
<tr>
<td>Admissions</td>
<td>13,162</td>
</tr>
<tr>
<td>Cardiac surgeries</td>
<td>4,346</td>
</tr>
<tr>
<td>Vascular surgeries</td>
<td>6,259</td>
</tr>
<tr>
<td>Thoracic surgeries</td>
<td>1,900</td>
</tr>
<tr>
<td>Heart transplants</td>
<td>47</td>
</tr>
<tr>
<td>Lung transplants</td>
<td>122</td>
</tr>
</tbody>
</table>

Cleveland Clinic offers 120 specialties and subspecialties with 26 unified institutes that group related medical specialties for patient-centered care. The institutes featured below are some of Cleveland Clinic’s best known, most highly lauded programs. The breadth of experience, diversity of treatment options, and spirit of innovation common to each is representative of the Clinic’s commitment to exceptional medical practice supported by research and education.

The Sydell and Arnold Miller Family Heart and Vascular Institute

The Miller Family Heart and Vascular Institute (HVI) is one of the largest, most established cardiovascular specialty groups in the world. Ranked number one in the US by *US News & World Report*, its long history of innovation—from the first cardiac catheterization to new diagnostic imaging approaches and treatments for heart disease—constitutes a legacy of excellence in patient care, research, and education.

Surgeons in HVI’s Department of Thoracic and Cardiovascular Surgery conduct more than 4,100 cardiac surgeries and 1,600 thoracic surgeries per year, including more than 900 procedures on the thoracic aorta, the most of any center in the world. The department performs more than 2,600 valve surgeries annually, the largest volume in the US. Cleveland
Clinic cardiac surgeons achieved the world’s first minimally invasive aortic valve surgery and continue to perform the most minimally invasive valve procedures in the country. Surgeons work with the newest techniques, equipment, and devices, including off-pump bypass and robotic-assisted heart surgery.

Kaufman Center for Heart Failure physicians manage heart failure patients with state-of-the-art medications to slow the disease’s progression, keep patients out of the hospital, and reduce mortality. The center’s surgeons offer advanced treatment options for heart failure, including the implantation of left ventricular assist devices (LVADs). Nearly half of Cleveland Clinic patients waiting for a heart transplant receive support from LVADs.

Through the Heart Transplant Program, HVI has performed more than 1,500 heart transplants since 1984. The Clinic’s Lung Transplant Program emphasizes collaboration among other institutes, enabling even the sickest patient to receive a lung transplant. Cleveland Clinic has consistently reduced wait time for both heart and lung transplantation compared to other programs throughout the US. Program surgeons broke the world record for the most lung transplants at a single center in a single year and performed the world’s first dual heart and liver transplant on a patient being supported by a total artificial heart.

To extend patient care options, HVI makes experienced registered nurses available online and by phone to discuss cardiac, thoracic, or vascular issues. The nurses can answer questions about conditions and treatments, help you find the right physician or surgeon, or tell you how to get a second opinion. The phone number for patients in the US is 1 866 289.6911 (toll free). International patients can use +1 216 445.9288.

“BEST HOSPITALS 2011–2012”
US NEWS & WORLD REPORT

US News & World Report considers more than 4,800 US hospitals across 16 specialties in creating their annual “Best Hospitals” list. Only 152 centers appear in even one of the 16 specialty rankings. Cleveland Clinic currently has 13 specialties ranked in the top ten and is overall fourth in the US. Since 1995, Cleveland Clinic’s Miller Family Heart and Vascular Institute has ranked as the best in the nation for cardiac care.

RANKING

<table>
<thead>
<tr>
<th>Specialty</th>
<th>Ranking</th>
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<tbody>
<tr>
<td>Heart &amp; Heart Surgery</td>
<td>1</td>
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<tr>
<td>Gastroenterology</td>
<td>2</td>
</tr>
<tr>
<td>Kidney Disorders</td>
<td>2</td>
</tr>
<tr>
<td>Urology</td>
<td>2</td>
</tr>
<tr>
<td>Pulmonology</td>
<td>3</td>
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<tr>
<td>Rheumatology</td>
<td>3</td>
</tr>
<tr>
<td>Orthopedics</td>
<td>4</td>
</tr>
<tr>
<td>Gynecology</td>
<td>4</td>
</tr>
<tr>
<td>Diabetes &amp; Endocrinology</td>
<td>5</td>
</tr>
<tr>
<td>Neurology &amp; Neurosurgery</td>
<td>6</td>
</tr>
<tr>
<td>Geriatrics</td>
<td>7</td>
</tr>
<tr>
<td>Ear, Nose, &amp; Throat</td>
<td>8</td>
</tr>
<tr>
<td>Cancer</td>
<td>9</td>
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</table>
Digestive Disease Institute

Cleveland Clinic’s Digestive Disease Institute (DDI) offers patients advanced, proven medical and surgical treatments for disorders of the gastrointestinal tract. DDI houses the largest institutional registries for inherited colon cancer in the US and the second largest in the world. It is the largest referral center in the US for repairing failed pelvic pouches.

DDI surgeons perform more than 5,000 procedures annually, including an average of 500 laparoscopic intestinal resections, 350 operations to treat Crohn’s disease, and 170 ileal pouch-anal anastomosis surgeries. Since 1983, Cleveland Clinic has performed more than 3,600 J-pouch procedures, the most in the world. Surgeons in the Department of Colorectal Surgery use the latest in diagnostic and treatment options and avoid a permanent colostomy in approximately 80 percent of rectal cancer cases.

Physicians at DDI’s Department of Gastroenterology and Hepatology offer expert diagnosis and medical treatment for patients with disorders of the esophagus, liver, bile duct, gallbladder, stomach, pancreas, small intestine, colon, and rectum. DDI gastroenterologists perform nearly 28,000 endoscopic procedures annually and read more endoscopic capsule videos than any other academic medical center in the US. The department receives worldwide referrals, particularly for complex cases and severely affected patients.

DDI’s Department of General Surgery provides surgical expertise in the treatment of diseases and conditions of the stomach, duodenum, pancreas, liver, biliary tract, and intestine. It initiated its intestinal transplant program in 2008. Surgeons offer aggressive approaches to the treatment of common intraabdominal tumors as well as rare tumors. Cleveland Clinic is one of the few medical centers in the US to use robotic-assisted surgery for pancreatic cancers.

CLEVELAND CLINIC’S LIVER TRANSPLANT PROGRAM

Cleveland Clinic surgeons have more than 100 years of combined experience in liver transplantation. Today the Clinic is the fourth largest provider of liver transplants in the US, performing nearly 150 transplants each year. The average wait time for a liver transplant at Cleveland Clinic is approximately six months, roughly half the time as at other centers.

Patient survival rates for liver transplants top 90 percent at the one-year mark. The Clinic has achieved a statistically significantly higher three-year survival rate (83 percent) compared to the expected rate (76 percent). The Clinic’s transplant rate among waitlist patients is 0.79, more than double the expected rate of 0.37. Timely transplantation helps Cleveland Clinic ensure better outcomes and a longer survival time for its patients.
Glickman Urological and Kidney Institute

The Glickman Urological and Kidney Institute (GUKI) is a world leader in treating complex urologic and kidney conditions in adults and children. Institute physicians have pioneered medical advances, including dialysis, partial nephrectomy, and laparoscopic, robotic-assisted, and single-port urologic surgery, as well as the bioartificial kidney. GUKI merges urology and nephrology programs to better serve patients in the prevention, diagnosis, and treatment of kidney disease and other urological conditions.

Partial nephrectomy was pioneered at Cleveland Clinic, where more than 3,000 of these procedures have been conducted to date. This technique allows surgeons to remove cancerous tissue while preserving kidney function. GUKI’s Center for Robotic and Laparoscopic Surgery was among the first to offer the option of laparoscopic partial nephrectomy. The center has also offered robotic surgery since 2001 and is a world leader in robotic-assisted partial nephrectomy. This center has, by far, the most experience with laparoscopic and robotic kidney surgery for cancer in the US.

Urologists at the institute have pioneered transplant and revascularization procedures, performing one of the world’s first successful kidney transplants in 1963. Since that time, GUKI urologists have performed more than 3,000 kidney transplants. The institute was among the first in the world to offer single-port donor kidney removal, which is the retrieval of an intact donor kidney through a small incision in the navel. This allows for a short hospital stay, quick recovery, and virtually no scarring.

GUKI treats more than 1,000 men with prostate cancer each year. In recent years, great strides have been made in minimally invasive and robotic

VIRTUALLY SCARLESS TECHNIQUE FOR MANY UROLOGY PROCEDURES

In traditional laparoscopic surgery, a telescopic rod connected to a video camera, or laparoscope, is inserted through a small incision in the abdomen. Three to five additional small incisions are made and used as “ports” through which to insert instruments to remove a kidney, for example, or to repair the urinary tract. In single-port laparoscopic surgery, however, the entire procedure is performed through a single incision in the patient’s navel. Because single-port surgery uses only one port, it leaves little to no scarring and may reduce complications that commonly occur after traditional open and even traditional laparoscopic abdominal surgery. Patients report less discomfort and faster recovery compared with those undergoing traditional laparoscopy. At Cleveland Clinic, single-port surgery is used at the Glickman Urological and Kidney Institute for a wide range of procedures, including living kidney donation, kidney removal, prostate removal, bladder removal, and reconstruction of the urinary tract.
techniques for removal of the prostate (prostatectomy). GUKI was one of the first prostate programs in the US to perform robotic-assisted radical prostatectomy, and the institute was first in the US to offer the procedure on a routine basis. GUKI surgeons have performed more than 1,000 robotic and laparoscopic prostatectomy procedures to date and pioneered real-time ultrasound navigation to make the surgery even more precise. In addition to all forms of prostatectomy, treatment options such as cryotherapy and brachytherapy are offered for prostate cancer.

**Neurological Institute**

The multidisciplinary Cleveland Clinic Neurological Institute (NI) is a leader in treating and researching the most complex neurological disorders, advancing innovations such as epilepsy surgery, stereotactic spine radiosurgery, interstitial thermal therapy for brain tumors, and deep brain stimulation. The institute brings together physicians and other healthcare providers in neurology, neurosurgery, neuroradiology, and behavioral sciences who treat adult and pediatric patients with a variety of neurological disorders. Annually, the NI staff of more than 300 specialists serves 140,000 patients and performs 7,500 surgeries.

The Rose Ella Burkhardt Brain Tumor and Neuro-Oncology Center is a nationally recognized leader in the diagnosis and treatment of primary and metastatic spine, nerve, and brain tumors and their effects on the nervous system. Annually, center physicians record approximately 9,000 patient visits and perform more than 950 surgical procedures. The center was first in the world to test a specially designed laser probe that heats and destroys brain tumors. Based largely on favorable results from this trial, the trademarked AutoLITT system earned US Food and Drug Administration clearance for use in neurosurgery in May 2009.

The institute’s neurosurgeons and radiation oncologists began offering stereotactic radiosurgery in 1989. Their extensive experience with radiosurgery contributed to the development of Gamma Knife technology, which is sometimes labeled the “gold standard” of stereotactic radiosurgery for brain lesions. Cleveland Clinic Gamma Knife Center is one of only a few training centers worldwide that is certified by the manufacturer of Gamma Knife.

Established in 1984, the Mellen Center for Multiple Sclerosis Treatment and Research is now one of the largest and most comprehensive programs for multiple sclerosis (MS) care and research worldwide. Mellen Center physicians are national leaders in clinical research related to MS pathogenesis and medical management and have made major contributions
in the development of drugs to control MS disease activity and progression. They provide consultative services for neurologists and patients worldwide and ongoing care for approximately 8,000 MS patients annually.

The institute’s **Epilepsy Center** has one of the largest and most comprehensive programs in the world for the evaluation and medical and surgical treatment of epilepsy in children and adults. Staff manage more than 2,000 pediatric and 4,000 adult epilepsy patient visits each year. Neurosurgeons at the center perform more than 200 adult and 100 pediatric epilepsy surgeries annually. One year after temporal lobe resection, 80 percent of center patients continue to be seizure-free; at the ten-year mark, 68 percent continue to be seizure free.

Each year, more than 16,000 people from all over the world come to the institute’s **Center for Spine Health** for help with conditions of the back and neck. Center specialists are nationally recognized in orthopedic surgery, neurosurgery, and medical treatments for back and neck problems. In 2011 Cleveland Clinic received a grant from the National Football League to investigate concussions in youth sports. Researchers at Cleveland Clinic’s Spine Research Laboratory, the Department of Neurosurgery, and the Center for Spine Health will study the neck’s role in mitigating or exacerbating blows to the head and its influence on concussions in young athletes.
INTERNATIONALLY RECOGNIZED DOCTORS

WITH MORE THAN 2,700 PHYSICIANS and researchers in a variety of specialties, Cleveland Clinic emphasizes world-class care and the development of doctor-patient connections. With the belief that there is a doctor for every patient, Clinic physicians are encouraged to develop compassionate, accessible relationships with patients.

To help match patients with physicians, the Cleveland Clinic website offers a comprehensive Find a Doctor feature with which patients can search based on specialty or treatment and then narrow results by personal factors, including gender and languages spoken. The physicians we introduce below are representative of Cleveland Clinic’s reputation for clinical excellence and chair some of the Clinic’s leading specialty institutes.

Chair, Heart and Vascular Institute:
BRUCE LYTLE, MD

Dr. Lytle is chairman of the Sydell and Arnold Miller Family Heart and Vascular Institute and a staff cardiac surgeon in the Department of Thoracic and Cardiovascular Surgery. He is board-certified by the American Board of Surgery and the American Board of Thoracic Surgery. His special interests are coronary artery diseases, arterial bypass grafting, valvular heart diseases, valve surgery, re-operations, and diseases of the thoracic aorta.

Dr. Lytle earned his medical degree at Harvard University, Boston, Massachusetts. He completed his surgical internship and residencies at Massachusetts General Hospital in Boston and spent a year at Shotley Bridge Hospital in England as senior registrar in cardiothoracic surgery before returning to Massachusetts General Hospital as chief resident in cardiovascular surgery. He joined Cleveland Clinic in 1978.

Dr. Lytle received the Thoracic Surgery Residents Association Socrates Teaching Award in 2004. He was president of the American Association for Thoracic Surgery in 2006–2007. He is a member of the American College of Cardiology, American College of Surgeons, American Heart Association, American Medical Association, and American Surgical Association.

Chair, Digestive Disease Institute, and Director, Transplantation Center:
JOHN J. FUNG, MD, PHD

Dr. Fung currently heads the Digestive Disease Institute; he formerly chaired the Department of General Surgery. Before joining the staff of Cleveland Clinic, he served as chief of the Division of Transplant Surgery at the University of Pittsburgh in Pennsylvania. With more than 25 years of involvement in kidney, liver, pancreas, islet, and intestinal transplantation, he is also an accomplished immunologist.

Dr. Fung received his BA from Johns Hopkins University in Baltimore, Maryland, and a PhD in immunology and a medical degree from the University of Chicago in
Illinois. He completed his surgical residency at the University of Rochester, New York, and a transplant surgery fellowship at the University of Pittsburgh. He is currently the medical director of Allogen Laboratory, the histocompatibility testing laboratory used by Cleveland Clinic. He also chairs the Department of Surgery and serves as a professor of surgery at the Lerner College of Medicine.

Dr. Fung has published more than 900 articles and book chapters and serves on the editorial board for several medical journals. He is the past editor-in-chief for the journal *Liver Transplantation*. His principal research interests are transplantation immunology, immunosuppressive therapies, and liver-related immunology. View Profile

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**Chair, Glickman Urological and Kidney Institute:**
**ERIC A. KLEIN, MD**

Dr. Klein chairs the Glickman Urological and Kidney Institute, and he is a staff member of the Taussig Cancer Institute at Cleveland Clinic. His clinical interests cover all aspects of urologic oncology, including cancers of the prostate, bladder, testis, and kidney, and all major reconstructive procedures.

Dr. Klein received his medical degree from the University of Pittsburgh School of Medicine in Pennsylvania. He completed his residency in urology at Cleveland Clinic and a fellowship in urology at the Memorial Sloan Kettering Cancer Center in New York. Board certified in urology, Dr. Klein is currently the national medical study coordinator for the National Cancer Institute–sponsored Selenium and Vitamin E Cancer Prevention Trial. Dr. Klein coauthored the first study linking the virus XMRV to prostate cancer. He is the editor of *Urology*, and he has received numerous awards from the American Cancer Society, the University of Pittsburgh School of Medicine, and the Cleveland Clinic Foundation. View Profile

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**Chair, Neurological Institute:**
**MICHAEL MODIC, MD**

Dr. Modic is chairman of the Cleveland Clinic Neurological Institute. He received his medical degree from Case Western Reserve University School of Medicine in Cleveland in 1975. He completed his residency in radiology and a fellowship in neuroradiology at Cleveland Clinic, where he subsequently served as a staff neuroradiologist and head of the Section of Magnetic Resonance, chairman of radiology, professor of radiology (at Lerner College of Medicine), and member of the Board of Governors.

Dr. Modic has served on the editorial boards of the journals *Radiology, American Journal of Neuroradiology, Neurology, Magnetic Resonance in Medicine*, and *Magnetic Resonance Imaging*. He has also served on the Board of Trustees of the Society of Magnetic Resonance in Medicine and on the Board of Directors of the Society of Magnetic Resonance Imaging. In 1991 he received the society’s Gold Medal in Clinical Science for his research activity on the spine. He is coauthor of the text *Magnetic Resonance Imaging of the Spine* and is the author/coauthor of more than 190 peer-reviewed articles in neuroradiology. View Profile
Innovation

At Cleveland Clinic, patient care is supported by innovation. Clinic personnel employ a variety of imaging technologies and have access to leading-edge surgical equipment to ensure thorough diagnosis and the best possible treatment outcomes. Building on the strength of these tools, Clinic physicians and staff collaborate to find new ways to improve patient care through research and technology.

Minimally Invasive and Robotic-Assisted Surgery

Compared to traditional surgery, minimally invasive surgery provides many benefits, including more precise movements, smaller incisions with minimal scarring, less pain and trauma, shorter recovery time, less bleeding, and decreased risk of infection. Cleveland Clinic also offers robotic-assisted surgery as a minimally invasive technique for a variety of surgical procedures in cardiology, urology, and gynecology. The Clinic was one of the first medical centers in the US to offer robotic radical prostatectomy, a minimally invasive surgical treatment for prostate cancer.

Laparoscopic surgery, often referred to as minimally invasive surgery, reduces postoperative pain, shortens hospital stays, speeds recovery, and in some cases leads to a better overall outcome. The Clinic’s Miller Family Heart and Vascular Institute is a worldwide leader in the development and use of these techniques for heart surgery. Delos M. Cosgrove, MD, performed the world’s first minimally invasive aortic valve surgery in an international broadcast in 1996. More than half of all isolated valve surgeries at the Clinic in 2009 were performed using a minimally invasive approach.

Critical Care Transport

One phone call brings the expertise of Cleveland Clinic physicians, nurse practitioners, critical care nurses, paramedics, and allied health professionals to those who need it anywhere at any time. The Clinic’s Critical Care Transport Team moves critically ill patients via ground mobile intensive care units, helicopters, and jet aircraft. Mobile units are staffed with teams of personnel tailored to the needs of each patient. This initial rapid, comprehensive approach leads to a seamless transition of care from evaluation through treatment. More than 4,000 patients were transported through the program in 2010.
Electronic Medical Records

In 2003 the Cleveland Clinic Family Health Centers became the first electronically integrated sector of Cleveland Clinic, completing the move to a fully digitized patient record system. For Cleveland Clinic physicians, the electronic medical records (EMR) system retrieves and displays patients’ records in seconds, using a highly secure internal network. That network spans the Clinic’s 7-million-square-foot campus and all the family health centers, whisking digital data from one site to another and allowing physicians at multiple sites to coordinate the care of patients with speed, efficiency, and accuracy. The EMR system virtually aligns all of Cleveland Clinic’s physical locations, physicians, nurses, and care teams into a single, coordinated group practice.

The Clinic’s MyChart program extends the EMR system to patients and provides the secure, online tools patients need to stay informed and participate actively in decision-making regarding their care.

Quality and Outcomes

US President Barack Obama made a personal visit to Cleveland Clinic in 2009 and remarked that the Clinic offers “some of the highest quality in the nation at some of the lowest costs in the nation.” Cleveland Clinic was the first major medical center to publish 16 annual outcomes books for every medical specialty. The books include comprehensive data on procedures, volumes, mortality, complications, and innovations, and are shared with physicians and made available to patients online.

Research

Lerner Research Institute is home to Cleveland Clinic’s laboratory-based translational and clinical investigations, where innovative research quickly moves from the bench to the bedside. The institute’s mission is to understand the underlying causes of human diseases and to develop new treatments and cures. Focused on disease-oriented investigation, the institute blends the research across several departments and disciplines to address major areas.

Focus on innovation has led to the creation of new inventions and 32 spin-off companies to date. Altogether, more than 1,200 scientists and support personnel work at Lerner Research Institute. Research programs focus on cardiovascular, neurological, musculoskeletal, eye, and infectious diseases, as well as cancer, metabolism, and immunological disorders.
Cleveland Clinic managers and staff work hard to make the Clinic’s facilities as comfortable and accessible as possible. When visitors first enter Cleveland Clinic, they may be impressed with the bright, airy lobbies in each of the main buildings. The entry areas offer comfortable seating, inspiring artwork, and musical programs prepared by specialists in the Cleveland Clinic Arts and Medicine Institute. The institute sponsors many performances and events every month, such as “Musicians in the Environment” and art therapy programs. Art from the Cleveland Clinic collection, which includes more than 4,000 works, helps to create a unique and inspiring hospital environment.

The Great Hall of the Glickman Tower is Cleveland Clinic’s most spacious lobby. Potted trees and cafe seating give it the feel of a Parisian arcade. The lobby floor in the Cole Eye Institute is a spiral mosaic meant to resemble the iris of the eye. A curving staircase leads up to the waiting areas and an eyeglass store. In the lobby of the Sydell and Arnold Miller Family Pavilion, visitors find the concierge desk, as well as helpful “red coat” volunteers who guide them to wherever they need to go.

Cleveland Clinic has plenty of places to shop or browse. Gifts, fashions, books, and healthy living supplies are available at retail outlets all over the

Bone Marrow Transplant and Leukemia Floor

Patients undergoing bone marrow transplant need special comforts, protection, and care. These are now available in the Taussig Cancer Institute’s Bone Marrow Transplant and Leukemia Floor. The new area was extensively remodeled to meet the needs of bone marrow transplant patients—many of whom have compromised immune systems during their treatment.

The 44-bed, 25,000-square-foot floor has its own central air-conditioning to filter 99.98 percent of potential pollutants, along with dedicated restrooms, showers, and kitchenettes for family members. Patients on this floor, who stay an average of three to six weeks, have private rooms, sofas, and recliners for visitors, and exercise rooms and washing machines for families.
campus. Eight new restaurants, shops, and services recently opened in the Miller Pavilion’s retail plaza. The Wellness Store is located there, as is the Joseph-Beth Gift Shop, which offers books, periodicals, flowers, gifts, snack foods, and Cleveland Clinic apparel and gifts. The Green Roots Collection in the Miller Pavilion features clothes, gifts, and accessories from eco-friendly designers.

**Patient Rooms**

Cleveland Clinic’s main campus houses 1,300 inpatient beds. The majority of rooms are private and designed to be comfortable and supportive of the healing process. Rooms feature ample storage and desk space, comfortable furniture and guest seating, remote-controlled television with a variety of channels, and spacious bathrooms with easy-access showers. The Clinic offers free wireless internet access throughout the hospital.

Patients receive three meals daily which are customized based on physician instructions. Catering staff visit patients to review daily menus and take meal orders. Sandwiches and salads are available a la carte.

**Intensive Care Unit**

Cleveland Clinic’s 257 intensive care unit (ICU) beds are grouped by specialty. The 110-bed Cardiovascular ICU has four dedicated sections devoted to coronary, heart failure, cardiovascular, and vascular surgical recovery. The 22-bed Neurointensive ICU supports more than 1,300 patients per year and is equipped to treat any patient with neurological injury, regardless of severity. The Neonatology ICU is a Level III neonatal unit and offers the highest level of care for diagnosis, surgery, and rehabilitation. The Pediatric ICU supports treatment of more than 1,000 pediatric patients per year. The 43-bed Medical ICU (MICU) is staffed by board-certified intensivists 24/7 and supports more than 2,000 admissions per year. Although 35 percent of MICU admissions are transfers, patient outcomes remain excellent, with mortality rates below risk-adjusted predicted values.

**Health and Wellness Facilities**

Cleveland Clinic patients and family members have access to the fully equipped W.O. Walker Health and Wellness Center, including its swimming pool. Daily, weekly, and monthly passes are available. This 33,000-square-foot facility provides new cardio- and weight-training rooms; state-of-the-art cardiovascular and strength equipment; a 65-foot heated therapy pool; newly resurfaced indoor and outdoor tracks; full-court basketball/volleyball and sports leagues; and day-use lockers and shower facilities with free towel service—all under the supervision of degreed and certified health and fitness professionals. A registered dietician is available every Friday by appointment.

**“HUSH” TO DEAL WITH HOSPITAL NOISE**

Nighttime noise has been a perennial problem on inpatient units at hospitals everywhere. Cleveland Clinic’s Nursing Institute is doing something about it. They’ve rolled out a set of guidelines to assure that hospital patients can enjoy a quiet night’s sleep. The guidelines are called Help Us Support Healing (HUSH). They include closing hospital room doors where appropriate, oiling squeaky hinges, putting pagers on “buzz,” lowering lights, speaking in low voices, encouraging headsets for patients with personal entertainment devices, and other carefully considered methods of keeping hospital units quiet at night.
Online Medical Second Opinions

Cleveland Clinic’s online medical second opinion program, MyConsult, connects patients with a specialty physician who will review their individual situations, answer their questions, and provide a comprehensive report that they can share and discuss with their family and physician. Second opinion reports include treatment options or alternatives, as well as recommendations regarding future therapeutic considerations.

To participate, patients will need to provide detailed information about their original diagnosis and medical history, including history of symptoms, any treatment received to date, medications, and prior illnesses.

Global Patient Services

Each year thousands of out-of-state and international patients come to Cleveland Clinic for specialized medical care not available at home. The Global Patient Services (GPS) team provides services to patients traveling for care before, during, and after treatment at Cleveland Clinic. Program staff include more than 60 patient service specialists, patient service counselors, and financial specialists.

After a medical appointment is scheduled, GPS helps make travel arrangements, identify and reserve appropriate accommodations, and arrange interpretation services, if required. While patients are at the Clinic,
the GPS team provides a patient service specialist for medical appointments, ensures patients understand instructions from physicians, and assists with hospital admissions and followup doctor visits.

**Language Services.** Patient Service Specialists provide interpreting services and accompany patients to medical appointments at no additional cost. The 11 languages available in-house are Arabic, Chinese, Croatian, French, Greek, Italian, Japanese, Portuguese, Russian, Spanish, and Turkish. GPS also makes accommodations for languages other than those offered in-house.

**Financial Review Services.** Patients who will be financially responsible for their care are encouraged to work with one of Cleveland Clinic’s Financial Specialists. Counselors prepare an estimated cost of services and determine the initial deposit amount. Financial Specialists can also discuss eligibility for discounts or assistance from government or Cleveland Clinic health system programs. Patients able to pay in advance receive a 35 percent discount.

GPS has a full-time, multilingual staff that is dedicated to facilitating all financial aspects of an international patient’s visit. GPS Financial Specialists assist with pre-payment arrangements for self-pay patients or insurance verification as appropriate. Interpreters are available to assist with communications in many languages.

SUPPORT FOR TRAVELERS

The Global Critical Care Air Rescue and Evacuation (CARE) program provides transport from anywhere in the world to Cleveland Clinic or the destination of your choice if you are hospitalized more than 150 miles away from home and cannot travel by commercial means. As soon as evacuation is underway, Cleveland Clinic specialty teams provide care while having the ability to maintain communication with the Clinic’s physicians on the ground.

Global CARE does not have preexisting condition restrictions, or require deductibles or co-payments for transportation. Additional benefits include emergency language translation, travel assistance for family members, and toll-free access for evacuation and general program information. Global CARE plans are annual and cover all travel year-round. You must be a US or Canadian resident to enroll.
Wellness Institute

Cleveland Clinic has a strong history of leadership in the wellness sphere. The Clinic’s chief wellness officer is New York Times best-selling author and wellness expert Dr. Michael Roizen. The institute’s variety of offerings includes an Executive Health Program, Tobacco Treatment Center, Center for Integrative Medicine, and Lifestyle 180, a program designed to reverse the effects of chronic disease through lifestyle modification. The institute supports patients, community members, and staff by combining world-class medical care and quality wellness programs designed to change unhealthy behaviors and promote healthy life choices.

A part of the Wellness Institute, the Healing Services Team is dedicated to researching and providing access to practices that address the physical as well as the lifestyle, emotional, and spiritual needs of patients. The team provides holistic care experiences for patients, families, and employees. Services include complimentary light massage, Reiki, Healing Touch, aromatherapy, and guided imagery, among others. Services are provided by holistic nurses, spiritual care chaplains, and licensed massage therapists and can be requested by the patient, the family, and any member of the clinical team.

Religious and Prayer Facilities, Center for Ethics, Humanities, and Spiritual Care

Cleveland Clinic’s Spiritual Care Department provides for the religious and spiritual needs of patients, their families, and loved ones—with appropriate, accessible facilities designed to accommodate many different faiths. Weekly services are available in several locations on the main campus, including a Catholic weekday mass and Christian ecumenical worship. The Interfaith Chapel and the Sheikh Maktoum Prayer Room (Muslim prayer room) are available to patients, visitors, and Cleveland Clinic employees at all times. An adjoining prayer area within the Sheikh Maktoum Prayer Room serves Muslim women who wish to join in communal prayers. Prayers in the Jewish, Muslim, and Christian traditions can be heard anytime on the Clinic’s 24-hour prayer line.
FOREMOST HOSPITAL WEBSITE

Cleveland Clinic’s internet site was the most-visited hospital website in the US for most of 2010. The site offers a suite of secure online health services and is transforming the practice of medicine with patient-centered digital tools:

**DrConnect** gives community physicians real-time information about their patients’ treatment progress while at Cleveland Clinic. Additional physician-based services include eResearch and eRadiology.

**MyChart** connects patients to personalized health information.

**MyConsult** offers online medical second opinions for more than 1,000 diagnoses.
Patient Stories

Frank and Karen S.*, Louisiana, US

For many years, Frank dealt with extensive and increasingly debilitating heart problems, including congestive heart failure, atrial fibrillation, and valve defects. Despite these health issues, Frank took an active role in Mardi Gras season. Elected as the 2009 King for one of New Orleans’ best-known “krewes” (the parades and balls during Mardi Gras are organized by these private social groups), he attended their Mardi Gras festivities, wearing an elaborate traditional costume with a 40-pound train.

In March 2009, after the rush of Mardi Gras, Frank’s local doctor updated his medications to help address his increasingly debilitating symptoms. After taking the new medications, Frank’s condition worsened and he soon found himself in the hospital. After a week in the hospital, he was discharged—against his wishes—with some less-than-satisfying excuses: “Nothing we can do,” the doctors said, and “Surgery isn’t an option—don’t let anyone cut you open.” Frank and his wife, Karen, returned home frustrated and without options.

In early April, their friend Isabelle was looking for heart health information online and saw a notice for an upcoming health chat hosted by a Cleveland Clinic heart expert, Dr. Randall Starling. Frank and Karen went to Isabelle’s house to attend the chat together. They asked, “Can congestive heart failure be reversed?” Dr. Starling’s response was hopeful. Yes, he said, it could be, sometimes, and it was possible that Cleveland Clinic could help Frank. Within hours, Frank and Karen logged on to the Cleveland Clinic website and scheduled an appointment.

In preparation for their appointment, which was less than two weeks away, the couple contacted another friend who had been treated at Cleveland Clinic. The friend recommended accommodations at the Cleveland Clinic Guesthouse, which is very near the Cardiac Center. They arrived at the guesthouse two days before their appointment so they would have time to settle in. Frank needed to rest after travel. “I had gotten to the point where I couldn’t toss a salad without getting winded,” Frank admits. “I felt like I was going to die.”

Frank did not die, but he did have an acute atrial fibrillation attack the night before his scheduled appointment. He was rushed to the Cleveland Clinic Emergency Room where he was stabilized. His medical team, Dr. Karen James, Dr. Robert Hobbs, and Dr. Gonzalo Gonzalez-Stawinski, evaluated his condition and determined that a good surgical outcome was possible. A number of procedures were on the table at that point, including mitral valve repair, aortic valve replacement, insertion of a defibrillation lead, and the Maze procedure for control of atrial fibrillation. Frank also learned that his chance of needing a left ventricular assist device (LVAD) was 50/50.

Frank objected to the LVAD. He thought it would be cumbersome and too hard to manage, but he decided to go ahead with surgery knowing the odds.
On May 4, Dr. Gonzalez-Stawinski started Frank’s operation and soon determined that an LVAD was needed. Karen gave her permission, and later that day Frank was recovering in cardiac intensive care. “During the hospital recovery period, the staff—nurses, therapists, social workers, and doctors—got to know us and provided the training and support we needed every step of the way,” Karen says.

Frank and Karen lost their home when Hurricane Katrina swept through New Orleans, and they admit money is a problem. The cost of Frank’s surgery exceeded the annual cap on his labor union’s health insurance plan by more than US$300,000, but the couple has no regrets. “We would have done the procedure at any cost,” they say. They are pleased with the continued help they are getting from Cleveland Clinic. “A social worker coordinated a variety of grants and financial aid applications for us,” Karen says. “They do not press us for more than we can pay.”

Frank goes back to Cleveland Clinic every six months for a checkup and routine LVAD monitoring and adjustments. A former martial arts champion, Frank has returned to teaching karate, and he hopes to increase his aerobic activities even more in the future. “I am more comfortable with the LVAD than I thought I would be,” he says, “and the maintenance is easier.” Karen agrees and says, “Frank received the best care in the world and feels more like himself than he has in years—truly, I wouldn’t have my husband without Cleveland Clinic.”

*Patient’s name changed by request

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**Traveling for Care**

In 2010 Cleveland Clinic welcomed almost 18,000 out-of-state patients and 3,000 international patients. Seeking top specialty care, patients come from a variety of locations and backgrounds. The patients below are representative of the thousands pursuing innovative, committed care to work through complex diagnoses.

“Her friends came up with a different plan. They began faxing her medical information to every hospital they could find that might be able to help. Within an hour of sending the faxes, a representative called from Cleveland Clinic where doctors were experienced in this type of surgery. They were willing to take on her case. ‘We were jumping up and down with joy.’”

—Kathy W., nasal cavity cancer patient, Texas, US

“Not willing to accept that this condition would continue to consume her life, Shona called Cleveland Clinic. Upon hearing of Shona’s diagnosis, the Cleveland Clinic Global Patient Services representative on the other end of the phone call told Shona she was ‘too young to be lying in bed. There has to be something we can do for you.’ Shona remembers, ‘That was my first glimmer of hope.’”

—Shona S., arachnoiditis patient, New Mexico, US

“Years later, he is pleased with the result of his surgery. Despite leading what he calls a ‘crazy life with a lot of stress,’ he feels well, works out with a trainer, and swims. While he does not know if he’ll ever need any more heart surgery, the thought doesn’t worry him at all. Gilberto knows where to go. ‘As I told Dr. Cosgrove, I wouldn’t mind if I have to return.’”

—Gilberto D., Maze procedure patient, Panama
Patient and Visitor Guide

If you’re traveling to Cleveland Clinic for healthcare, your diagnosis, procedure, and recovery are probably foremost in your mind. But if your time and health permit, you may want to enjoy some of the sights and sounds of Cleveland and its surrounding area. If your schedule is tight, put a few of Cleveland’s downtown attractions at the top of your must-see list.

The Cleveland Area

Located on the southern shore of Lake Erie, Cleveland and its nearby suburbs are home to nearly 3 million residents. Cleveland Clinic’s campus is situated 3 miles (almost 5 kilometers) east of downtown Cleveland, near University Circle, the city’s largest cultural center. University Circle offers a concentration of museums and cultural activities, including the Cleveland Museum of Natural History, the Crawford Auto and Aviation Museum, the Western Reserve Historical Society, the Dittrick Medical History Center, Severance Hall, the Cleveland Institute of Music, and the Cleveland Museum of Art.

Within a few minutes’ drive of Cleveland Clinic is Little Italy, a charming area of intimate Italian restaurants, antique shops, and art galleries. Visitors may also enjoy the shops and restaurants of the Cedar Fairmount District and Coventry Village. Picturesque Shaker Square was one of the first upscale shopping centers in the US. Dating from the 1920s, it’s the gateway to Shaker Heights and features fine restaurants, shops, and a farmers’ market on Saturday mornings.

Three Must-See Attractions in Cleveland

Cleveland Museum of Art
11150 East Boulevard
Cleveland, Ohio 44106
Tel: +1 216 421.7340; 1 877 262.4748 (US toll-free)
Web: clevelandart.org

The Cleveland Museum of Art was founded in 1913 “for the benefit of all the people forever.” The museum strives to help the broadest possible audience understand and engage with the world’s great art while honoring the highest aesthetic, intellectual, and professional standards. The museum’s neoclassic building of white Georgian marble is located north of the Wade Lagoon; it forms the focus of the city’s Fine Arts Garden.

The museum has seen several major additions since 1958, including renovation of the original 1916 Beaux-Arts Building, reopened in 2008, and the new east wing in June 2009. The museum’s 40+ exhibits include art from Africa, ancient Egypt, the Near East, Greece, Rome, and Europe. Special exhibits feature contemporary art, decorative art and design, photography, and the museum’s 19,000+ print works.
Cleveland Orchestra
Severance Hall
11001 Euclid Avenue
Cleveland, Ohio 44106
Tel: +1 216 231.1111
Web: clevelandorchestra.com

The Cleveland Orchestra was founded in 1918 by a group of local citizens, and it has been led by only seven directors since then. In concerts at its winter home at Severance Hall and at each summer’s Blossom Festival, in residencies from Miami to Vienna, and on tour around the world, the Cleveland Orchestra sets a standard of artistic excellence, creative programming, and community engagement. The orchestra regularly appears at European festivals, including an ongoing series of biennial residencies at the Lucerne Festival. In the US, the orchestra has toured from coast to coast, with regular appearances at Carnegie Hall. The orchestra will be featured in Vienna State Opera productions at Lincoln Center beginning in 2013.

Rock and Roll Hall of Fame and Museum
1100 Rock and Roll Boulevard
(East Ninth Street at Lake Erie)
Cleveland, Ohio 44114
Tel: +1 216 781.ROCK (781.7625)
Web: rockhall.com

The Rock and Roll Hall of Fame Foundation in New York City recognizes the contributions of those who have influenced the evolution, development, and perpetuation of rock-and-roll music. The first inductees in 1986 included Chuck Berry, James Brown, Ray Charles, Sam Cooke, Fats Domino, the Everly Brothers, Buddy Holly, Jerry Lee Lewis, Elvis Presley, and Little Richard. The Rock and Roll Hall of Fame and Museum opened its doors in 1995 on the shores of Lake Erie in downtown Cleveland. Since the museum’s opening, it has welcomed nearly 8 million visitors from around the world.
Accommodations

Intercontinental Cleveland Hotel
9801 Carnegie Avenue
Cleveland, Ohio 44106
Tel: +1 216 707.4100
Web: ichotelsgroup.com/intercontinental

The 15-floor InterContinental Cleveland is connected to Cleveland Clinic’s main campus by a walkway and is less than 1 mile (1.6 kilometers) from the University Circle cultural and arts district. Legacy Village shopping and entertainment, the Rock and Roll Hall of Fame and Museum, Progressive Field, and the Historic Warehouse District are all within easy travel distance. The hotel offers 299 guest accommodations ranging from single rooms to executive suites. Twenty-three rooms are handicapped accessible. Cleveland Clinic patients and visitors receive special rates.

The Ritz-Carlton (Downtown Cleveland)
1515 West 3rd Street
Cleveland, Ohio 44113
Tel: +1 216 623.1300
Web: ritzcarlton.com

Downtown Cleveland’s only four-star luxury property features 205 well-appointed guest rooms and suites with panoramic views of the Cuyahoga River, Lake Erie, and downtown Cleveland, as well as a 24-hour fitness center, indoor pool, and more than 19,000 square feet of meeting and function space. The hotel lies within walking distance of downtown attractions, including the Rock and Roll Hall of Fame and Museum, the Historic Warehouse District, Progressive Field, Cleveland Browns Stadium, and Cleveland’s business and financial districts.
**InterContinental Suites Hotel**
8800 Euclid Avenue  
Cleveland, Ohio 44106  
Tel: +1 216 707.4300  
Web: [cleveland-suites.intercontinental.com](http://cleveland-suites.intercontinental.com)

This eight-story hotel is located next to the main campus of Cleveland Clinic and provides a complimentary shuttle to the Clinic or to the University Circle museums. The facility houses 162 guest rooms and 142 suites, and offers guests the option to stay in PURE Allergy Friendly Rooms. The PURE system improves air quality while virtually allergen-free pillow and mattress covers protect guests from irritants and pollutants. Fourteen rooms meet handicapped-accessibility standards. Cleveland Clinic patients and visitors receive special rates.

**Cleveland Clinic Guesthouse**
9601 Euclid Avenue  
Cleveland, Ohio 44106  
Tel: +1 216 707.4200  
Web: [guesthouseclevelandclinic.com](http://guesthouseclevelandclinic.com)

Conveniently located on Cleveland Clinic’s main campus, the six-floor Cleveland Clinic Guesthouse has 231 large guestrooms designed for extended stays and 72 suites with kitchenettes. Eleven rooms meet handicapped accessibility standards. Guests have access to resources at nearby Intercontinental Hotels, including restaurants and a 24-hour fitness center. A complimentary shuttle is available to the Clinic and other area attractions. The guesthouse offers daily, weekly, and monthly rates and discounts for Clinic patients and visitors.
“Everyone at Cleveland Clinic has been very sweet and helpful, and the medical care is extraordinary,” he says. “We’ve had a wonderful experience.”

—Kjeld A., parent of epilepsy surgery patient, Alslew, Denmark

Each year thousands of patients travel to Cleveland Clinic from every state in the US and more than 80 other countries. Global Patient Services is a full-service department dedicated to meeting the needs and requirements of out-of-state and international medical travelers.

“Working with partners across the United States and around the world, Cleveland Clinic is building the integrated healthcare delivery system of the future,” says CEO Delos Cosgrove, MD. Cleveland Clinic’s outstanding national and international reputation and its creative alliances expand patient access to services and strengthen the Clinic’s triple mission of patient care, research, and education.

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