

2024 Report to the Community



Akron
Children's



Lincoln

6-year-old
from Massillon



Dear Friends,

Thank you for taking the time to read this Report to the Community, which highlights our 2024 accomplishments and initiatives. Our team of more than 7,000 employees and physicians are dedicated to helping Akron Children's deliver exceptional, affordable and child-friendly care. Through our new locations and collaborations, we're also providing more close-to-home convenience than ever before.

In our 2024 Report to the Community, you'll learn about:

- **Key initiatives including expansion of services in Beachwood and Mayfield Heights; the launch of our Breastfeeding Medicine department; and the addition of the Behavioral Health intensive outpatient program in Boardman.**
- **The expansion of our partnership with Cincinnati Children's that started with care for patients with kidney transplants and now includes specialties such as ear, nose and throat, liver disease, congenital heart disease and bone marrow transplants.**
- **Our financial strength, including steadfast support from our generous donors.**
- **Our community benefit efforts – such as uncompensated care, subsidized health services and in-kind contributions to local organizations – focus on improving our community's health and well-being.**

These 2024 highlights directly reflect the collaboration, dedication and heart of our employees, providers, board members, donors and community partners. Together, we remain committed to helping kids have the safest and healthiest childhood possible.

Thank you for your continued confidence in Akron Children's.

Sincerely,

Christopher A. Gessner
President and CEO
Akron Children's

Virginia C. Addicott
Chair
Akron Children's Board of Directors

Our mission to create healthier futures for children

At Akron Children's, we are dedicated to nurturing the health and well-being of all children in the communities we serve. Our comprehensive approach includes well visits and clinical services that support early intervention and preventive care, as well as through injury prevention programs, outreach education or school-based initiatives. Together, these efforts aim to make a meaningful difference in the lives of children and families.

This commitment is reflected in our community benefit initiatives, which align with the Internal Revenue Service guidelines for not-for-profit hospitals. These efforts represent a cornerstone of our mission, addressing community needs directly and fostering partnerships that build stronger networks of support.

Our 2024 achievements included opening the Family Resource Center and Unity Center on our Akron campus, as we continue to promote a culture of belonging and respect for all. We also expanded our collaboration with Akron Public Schools to help more students learn about health care careers and put them on a path to success.

Also in these pages, you'll meet patients Jacob and Maddie. An Akron Children's School Health nurse saved Jacob's life, while Maddie and her mom benefit from our narrative medicine program. These stories reflect our efforts to ensure a healthier future for children and families.

As our corporate footprint has greatly expanded over the past few years, so have our efforts to support the regions we serve. To our dedicated employees, generous donors and invaluable local partners, thank you for helping Akron Children's care for patients, families and the communities we call home.

Sincerely,



Bernett L. Williams, MPA, CDP
Chief Engagement Officer



Look for this symbol to signify programs that provide community benefit.



SUPPORTS COMMUNITY BENEFIT



The Beachwood Outpatient Surgery Center offers convenience for greater Cleveland families and compassionate clinicians including physicians such as otolaryngologist, Dr. Julie Wei.

Growing in greater Cleveland

With the goal of expanding access to pediatric-focused care for families in the greater Cleveland area, Akron Children's added services in Beachwood and Mayfield Heights in 2024.

The Akron Children's Health Center – located at 3733 Park East Drive in Beachwood – added Cuyahoga County's only pediatric urgent care and expanded specialty services to include gastroenterology; ear, nose and throat (ENT); and breastfeeding medicine. Primary care is also available at the Beachwood Health Center.

A new outpatient surgery center opened at 3776 Orange Place in Beachwood and offers pediatric dentistry, ENT, gastroenterology, orthopedic and urologic surgeries.

"We have replicated the care we provide in our Akron outpatient surgery center with the same surgeons, anesthesiologists and surgical services staff caring for patients in Beachwood," said Daniel Goldstein, MD, board-certified pediatric anesthesiologist and medical director of the new surgery center. "We have improved access by alleviating long wait times for surgery and making it easier for families to receive exceptional surgical care close to home."

10,343 patients seen in Cuyahoga County in 2024



Dr. Julie McClave teaches a young patient during a "white coat" experience at the grand opening of Akron Children's Pediatrics, Mayfield Heights.



Scan the QR code for the complete list of Cleveland-area services

Breastfeeding medicine division launches

Breastfeeding medicine is a specialized area of health care that focuses on supporting breastfeeding parents and their babies to make breastfeeding a positive and fulfilling experience. We launched this division in 2024.

The Breastfeeding Medicine team can help before, during and after a baby is born. Prior to birth, they can help parents create a plan for multiple births or babies with complex medical conditions.

After babies are born, the team gives one-on-one instructions on how to breastfeed and helps with any lactation challenges. “We feel strongly that all mothers should make an appointment with our team. Even if things are going well, we know tricks and tips that can make things easier,” said Carly Dulabon, MD, medical director for the Akron Children’s Division of Breastfeeding Medicine. “A lot of people are hesitant to make appointments because they’re not sure they want to breastfeed at all, and that’s OK. We can help make any feeding plan or recommendations to meet a family’s wishes and needs.”

After babies go home from the hospital, the breastfeeding medicine experts can help to diagnose and treat issues

including low or high milk supply, painful feeding, breast infection – plus make referrals for conditions that need additional care.

“Even if things are going well, we know tricks and tips that can make things easier.”

– Carly Dulabon, MD, medical director
for the Akron Children’s Division of
Breastfeeding Medicine

“Having a baby is hard, and struggling with feeding brings a whole new level of emotional stress,” Dr. Dulabon explained. “I let my patients know we have tools to work through breastfeeding issues together. We ensure each feeding plan is manageable once families go home and personally designed for them.”



Dr. Carly Dulabon gives breastfeeding guidance to new mother Jacqueline Young.

Akron Children's School Health nurse saves a student's life



Student Jacob Burley reunites with the first responders who saved his life – including Akron Children's Nurse Ellie Thompson holding the defibrillator.

Akron Children's School Health Services provide on-site care for more than 40 school districts throughout Ohio. From care for minor illnesses to annual wellness checkups and flu shots, more than 92,000 students have access to quick, convenient and high-quality care through Akron Children's in-school nurses and primary care providers.

The Burley family is especially grateful for their school district's partnership with Akron Children's School Health Services. On Dec. 17, 2024, 14-year-old Jacob Burley suffered a cardiac arrest while playing pickup basketball in the Crestview Middle School gym in Columbiana, Ohio.

Within moments, Akron Children's School Health Nurse Ellie Thompson rushed to the gym. She assessed Jacob, began CPR and revived his heart with an automated external defibrillator (AED). The AED was 35 feet away in a nearby corridor. Crestview guidance counselor Darren Miller helped her place the pads on Jacob, and they followed the step-by-step guidelines on the AED.

"After 20 or 30 seconds, Jacob just had a return of spontaneous circulation," Ellie recalled. "He got pink and started breathing on his own."

Jacob was soon on a stretcher and off to a hospital in Youngstown. He was then life-flighted to the Akron Children's Pediatric Intensive Care Unit (PICU) in Akron.

"Jacob is a very lucky young man," shared John Clark, MD, pediatric cardiologist and director of the Akron Children's Pediatric Arrhythmia Center. "His odds of survival would have been around 5% without the AED nearby and the quick response of our school nurse and other first responders."

Dr. Clark implanted a defibrillator and described it as an "ambulance" in Jacob's chest. "The way Dr. Clark

explained it, the defibrillator monitors Jacob's heart and will kick in when there is an irregular beat," said Jacob's mom, Sunshine. "It's good to know because you can't always count on having a school nurse or other trained bystander nearby."

While in the PICU, Jacob called nurse Ellie to thank her for saving his life. "We wanted to make sure she got some solace in knowing that he was OK," Sunshine explained. "Ellie made a huge difference for Jacob."





Pediatric emergency room opens in Belpre

Memorial Health System in Marietta and Akron Children's have collaborated on a pediatric emergency room (ER) on the Memorial Health System's Belpre, Ohio campus. Akron Children's physicians direct the care for young patients, along with Memorial Health System nurses, a respiratory therapist and medical assistant. If a patient under 18 comes to the Belpre ER, they will be directed to the pediatric-focused area.

Montrose Urgent Care moves and adds sports injury clinic

In October 2024, Akron Children's Urgent Care, Montrose moved to a new location that offers increased visibility and easier access for families in Montrose, Medina and surrounding areas.

Urgent care is open seven days a week with convenient afternoon and evening hours. Pediatric emergency physicians and pediatricians care for babies, kids and teens with minor injuries and illnesses.

The Montrose location also features a walk-in orthopedic and sports injury clinic. The Akron Children's Sports Health specialists treat sudden injuries including broken bones, dislocations, knee or joint pain, sprains and strains, swelling and simple cuts. On-site X-rays, splinting and casting are available.



On-site X-rays are available in Montrose, perfect for athletes who come to the walk-in orthopedic and sports injury clinic.

The Montrose Urgent Care team, including Dr. Alicia Manly, offers pediatric-focused care seven days a week.

Akron Children's and Cincinnati Children's add more specialties



Dr. Daniel Choo – ear, nose and throat specialist at Cincinnati Children's – collaborates with Akron Children's doctors on complex cases like patient Ezra Swartzentruber.

Akron Children's has teamed up with Cincinnati Children's to provide complex care with world-class experts in medical specialties including pediatric otolaryngology (ear, nose and throat), hepatology (liver disease), bone marrow transplant and congenital heart disease. The two health systems have collaborated for over a decade to care for kidney transplant patients.

"We are proud to build upon our successful collaboration with Cincinnati Children's to ensure Akron Children's patients can receive complex care, close to home, only traveling to Cincinnati in rare instances," said Chris Gessner, Akron Children's president and CEO. "We know how important the relationship is between a patient and their care team. Our patients in ENT, hepatology, cardiology and bone marrow transplant now have access to Cincinnati Children's specialists at Akron Children's locations."

Boardman campus adds behavioral health services

The Intensive Outpatient Program (IOP) is a behavioral health program that focuses on the short-term stabilization of adolescents ages 12 to 18 with anxiety and/or depression. This after-school program serves participants who need a higher level of care than outpatient therapy, helping them transition from full inpatient care or the partial hospitalization program.

IOP participants work on different skills each day, from interpersonal communication to improving how they tolerate distress, and usually complete the program in four to six weeks. IOP complements our other behavioral health services on the Boardman campus: Psychiatric Intake Response Center in the emergency room, outpatient therapy, medication management and the partial hospitalization program.





The anesthesia team works together to reduce greenhouse gases and protect our planet.

Operating room reduces greenhouse gas emissions

Since 2022, Pediatric Anesthesiologist Peggy Allen, MD, and Pediatric Nurse Anesthetist Tabitha Cline, MSN, APRN-CRNA, have spearheaded the Waste Anesthesia Gas Emissions Reduction (WAGER) program at Akron Children's. Their goal: Create a pathway for the anesthesia team to minimize emissions of environmentally polluting waste anesthesia gases, including of nitrous oxide; use low-flow techniques for all types of anesthesia gases; and become more mindful of the gases that are used.

"It's important to recognize what part we play in increasing the greenhouse gas layer," Dr. Allen said. "Nitrous oxide is used pretty commonly in pediatric anesthesia, and it lingers in Earth's atmosphere for 114 years, so that has a pretty profound impact on the environment."

After the team saw successful outcomes from the initial stages of the WAGER program, they were invited to join an international pediatric hospital consortium called Project Spruce. The goal of Project Spruce was for member hospitals to reduce their CO₂ emission equivalents by 50% within a year. Akron Children's took on the challenge

from September 2023-September 2024 and met the 50% reduction goal. They have accepted another challenge to reduce the department's CO₂ emissions by a further 50% by September 2025 and are well on their way.

In 2024, the anesthesia team reduced the total CO₂ equivalent emissions by 28%.

In 2024, the anesthesia team reduced the total CO₂ equivalent emissions by 28%. Much of that was due to an approximately 24% decrease in nitrous oxide use throughout the year. "We care about children and the future of our planet," Dr. Allen said. "We want to do anything we can to make this a better place for them, while continuing to provide excellent patient care."

Research study led by Akron Children's could change concussion care for adolescents



Dr. Joseph Congeni led a research study that used hypothermic therapy to reduce concussion symptoms.

Researchers at Akron Children's, Cincinnati Children's, the University of Michigan and Dayton Children's Hospital found that hypothermic therapy reduces symptom severity after concussion.

In a study published in the *Clinical Journal of Sports Medicine* in May 2024, researchers found that providing selective surface cooling to specific areas in the head and neck after mild brain injury reduced Sport Concussion Assessment Tool (SCAT5) symptom scores by 14% after initial treatment with the pro2cool® hypothermic therapy. After a second treatment using the pro2cool system, SCAT5 scores were 25% lower than patients who received standard concussion care.

Each study participant, aged 12 to 19, experienced a concussion within eight days of study enrollment. Divided into two sets, one group received the standard concussion care of rest – while the other group received two treatments with the pro2cool system. Following the initial evaluation and treatment, the groups were further evaluated at later time points – 72 hours, 10 days and 28 days – with the second round of treatment occurring at 72 hours.

“Traditionally, ice has been used to reduce pain and swelling in muscle injuries,” said Dr. Joseph Congeni, sports medicine physician and lead study investigator at Akron Children's Rebecca D. Considine Research Institute. “Now, this research – along with our previously published pilot

study using pro2cool – has found the same to be true for concussions.”

This study has important clinical implications, including that adolescents with concussions may benefit from receiving multiple treatments with the pro2cool system to reduce the severity of their symptoms.

“While this publication marks the end of this particular study, the work has just begun,” said Dr. Matthew Smith, staff scientist, Rebecca D. Considine Research Institute at Akron Children's. “There are a variety of questions left to be explored. For example, ‘If we use the device to treat sooner, more often and for longer, then can we improve/maximize the clinical benefit?’ Additionally, understanding how these therapeutic effects are achieved at the biological level will be critical in creating personalized treatment protocols for each patient.”



Physical Therapist Dan Norman with a patient performing a concussion rehab exercise meant to improve balance and reaction time.

New Family Resource Center serves thousands of people

The Family Resource Center – located on the third floor of Akron Children's Hospital – opened April 11, 2024 and serves as a hub where families can get help with everything from food insecurity and transportation to financial counseling.

“We know what resources our families need – and we've gathered those resources in one convenient location.”

– Heather Wuensch, director of community benefit, advocacy and outreach

Visitors to the center complete an intake form upon arrival and note areas where they need assistance. Representatives from the Summit County Public Health's Women, Infants and Children (WIC) Clinic; the Summit County Department of Job and Family Services; United Way of Summit & Medina;

and Akron Children's Population Health and Social Work are available to meet with families and connect them with community resources. In 2024, 2,153 patient families from more than 30 counties and six states completed the intake form upon visiting the center.

The Family Resource Center promotes early literacy and offers reading activities and events in collaboration with the hospital's Berry Good Reading program, supported by the J.M. Smucker Company, throughout the year. Kids are invited to choose a book to take home, made possible through the Mary Briggs Book Fund with generous support by Akron Children's donor Fran Bittle.

For parents whose kids are hospitalized, a business center with computers, printers and charging stations is available.

Visitors of all ages also have fun at the Family Resource Center. In 2024, the center offered 40 programs including visits from the Doggie Brigade, arts and crafts, and cookie decorating. Monthly bingo games at the center are livestreamed on inpatient televisions. Nearly 2,000 people participated in these events in 2024.

“We wanted to reenvision what a family resource center needed to be,” said Heather Wuensch, director of community benefit, advocacy and outreach. “We know what resources our families need – and we've gathered those resources in one convenient location. I don't know what we ever did without the Family Resource Center.”



Doggie Brigade volunteers Matt Swinehart and Nola visit with John Grobosky Jr. at the Family Resource Center.



Monika Hale-Johnson and daughter, Robyn Hester, receive a warm welcome from Family Resource Center Supervisor Melissa Baker and volunteer Tim Mares.



Dr. Thomas Jefferson, Kristin Hafford and Dr. Andrea Sims promote ERGs at a networking event.



The Unity Center combines comfort with culturally responsive resources.

Unity Center and Employee Resource Groups build sense of belonging

Adjacent to the Family Resource Center, the Unity Center offers a safe and welcoming environment for Akron Children's employees, volunteers and patient families.

"The Unity Center is both a place of comfort and a hub for education," said Jennifer Ross, EdD, director of unity and engagement. "It offers culturally responsive resources that encourage continuous learning and mutual understanding. It's also a quiet, cozy space where employees or families can take a break, reflect or speak with someone who's ready to listen. When additional support is needed, we help connect them to the appropriate hospital department."

The Unity and Engagement Department, housed within the center, leads a range of initiatives designed to strengthen the hospital's culture of respect and inclusion. This includes training and professional development programs for staff, as well as year-round cultural observances and events that are open to both employees and patient families.

Employee Resource Groups (ERGs)

The Unity Center includes dedicated meeting space for ERGs. These are voluntary, employee-led groups that empower employees to grow, drive meaningful change and support Akron Children's strategic priorities.

"We relaunched our ERGs in the summer of 2024 with the goal of making them more robust and impactful," said Dr. Ross. "One key change was restructuring the former Minority ERG into two distinct groups: the Black Professionals and Allies Network (BPAN) and the Hispanic and Allies ERG. We also have ERGs for All Abilities and Allies, Pride and Allies, and Veterans and Allies."

Since the relaunch, each ERG operates with a formal charter, executive sponsor, budget and quarterly activity reports. An ERG Council – which is comprised of all ERG presidents, vice presidents and executive sponsors – meets monthly to participate in professional development, share updates and accomplishments, address challenges and explore opportunities for collaboration. "If we do this work well, with and for our employees," Dr. Ross said, "the families we serve will ultimately have better experiences."

In 2024, ERGs focused on growing membership and increasing engagement. While virtual meetings were essential in the past, we transitioned to in-person meetings to encourage face-to-face connection and strengthen community. For employees who are not based on the Akron campus, hybrid options remain available to ensure inclusive participation. "Our goal was to create space for employees to engage in person whenever possible, while still providing access for those working remotely or at other locations," Dr. Ross said.

"The collective purpose of the Unity Center and our ERGs is to foster a culture where everyone feels a sense of belonging," she explained, "and where mutual respect is at the core of how we work together."

Akron Children's and Akron Public Schools continue investing in students

In 2017, Akron Children's and Akron Public Schools (APS) launched the Akron Children's Academy of Health and Human Services. The career development program offers North High School students educational and hands-on experiences in health care operations, early childhood education, biomedical science and allied health.

The partnership between the two organizations has expanded to other APS schools over the years, including these 2024 programs:

Health Launch

Akron Children's started the Health Launch program at the Jennings Community Learning Center (CLC), part of the North High School education cluster. "Health Launch introduces eighth grade students to different aspects of health care careers," said Thomas Jefferson, PhD, education program liaison for the Akron Children's Unity and Engagement Department. "We meet monthly during the school year for an hour, featuring different Akron Children's speakers who share about their careers. The program gets students thinking about what learning path they want to follow in high school – and longer-term goals of careers."

PhotoVoice

In the spring of 2024, about two dozen Akron North High School and Jennings CLC students participated in a PhotoVoice project. Thanks to a grant from the Akron Community Foundation, Akron Children's provided digital cameras for the students to capture what health care means to them in their community. "They selected their best photo and wrote a description about it – and we had their materials professionally designed and printed," Dr. Jefferson explained. "We invited hospital and APS staff, local media and community members to the hospital Unity Center to talk to the students about their projects."



Akron North High School student Kana East shares her poster during the 2024 PhotoVoice project.

A few months later, the group reconvened for a community cleanup day in the North Hill community of Akron. "In the PhotoVoice project, many participants talked about trash throughout their neighborhoods," Dr. Jefferson said. "We wanted to take the foundation of the PhotoVoice project and build on it. We partnered with the Keep Akron Beautiful organization on the cleanup day. PhotoVoice participants, Keep Akron Beautiful volunteers and Akron Children's staff participated in the event. It was great to show the students that their voices – expressed through the PhotoVoice project – led to visible improvement in their neighborhood."

Narrative medicine helps patient families express themselves

For Wendy McNair and her 20-year-old daughter, Madelyne “Maddie” Williams, narrative medicine is an essential tool to help them cope.

Narrative medicine uses the literary arts to help patients, families and providers tell and listen to stories. The Akron Children’s Narrative Medicine program began in 2019 as part of the hospital’s Haslinger Family Pediatric Palliative Care Center and the Emily Cooper Welty Expressive Therapy Center. It is only one of three hospital-based narrative medicine programs in the country – and Nicole Robinson is the first full-time narrative medicine practitioner at a children’s hospital.

In 2024, Nicole led 2,246 narrative medicine visits with 727 families. “Every person has a unique story. The job of narrative medicine is to provide a space for patients, families and providers to explore those stories,” she shared. “Some days, we may read a poem or story, discuss the narrative themes and tools used – then, I provide a prompt to allow a person to explore their own story. Other days, we may view a painting to get us started. Whatever their needs, I’m here to listen and provide support.”

“ Whatever their needs, I’m here to listen and provide support. ”

– Nicole Robinson, narrative medicine practitioner

Born at 26 weeks and weighing just 1 pound and 9 ounces, Maddie has been fighting hard her whole life. She has cerebral palsy and other complex medical conditions, resulting in several stays in the Akron Children’s Pediatric Intensive Care Unit. During her hospitalizations, Maddie works with staff from the Expressive Therapy Center to paint nature scenes, including waterfalls and forests. “She also works with Nicole to write about her paintings and what’s on her mind,” Wendy said. “From journaling to painting to writing poetry, Maddie can express her feelings and keep her mind busy – so she’s not concentrating on being sick.”



Maddie has strong bonds with Nicole Robinson (center) and Child Life Specialist Jennifer Deuble.

Nicole doesn’t just support her patients; she’s a resource for their families as well. “Having a child with a chronic medical condition affects the whole family,” she said. “At times, I may provide a narrative medicine workshop for a whole family. Other days, a parent may need a break from their child’s bedside and will work with me in another location of the hospital.”

Nicole also provides narrative medicine support to Maddie and Wendy once a month through palliative care home visits. “Meeting with a family in their home can help with isolation and continue to provide them opportunities to shape the narrative of their lives on any given day,” Nicole shared.

For Maddie, she is excited to see Nicole each month. “Nicole helps me get everything off my chest that I need to,” she said.

Through all the hospitalizations, therapies and surgeries, Maddie knows she has a team of people supporting her. “We’re grateful for the additional services Akron Children’s provides, like the narrative medicine program,” Wendy said. “They take family-centered care to a new level.”

Intern Boot Camp



The Akron Children's Simulation Center for Safety and Reliability contributes to the development of highly reliable health care organizations by promoting experiential learning in a safe environment.

The largest learning event the Simulation Center offers each year is a three-day Intern Boot Camp. Held in conjunction with the Akron Children's Pediatric Residency program, boot camp provides nearly 20 educational sessions.

"Our goal with Intern Boot Camp is to allow our rising residents the opportunity to practice critical patient care skills they will need throughout their residency career," said Jessica Aguilar, DO, medical director of the Simulation Center. "They practice everything from triaging and admitting patients to examining actual pediatric patients to family-centered rounding. The hands-on learning at Boot Camp sets them up to be successful when their residency programs begin."

Boot camp participants practice skills they will need throughout their residency careers.

Caring for our patients in 2024

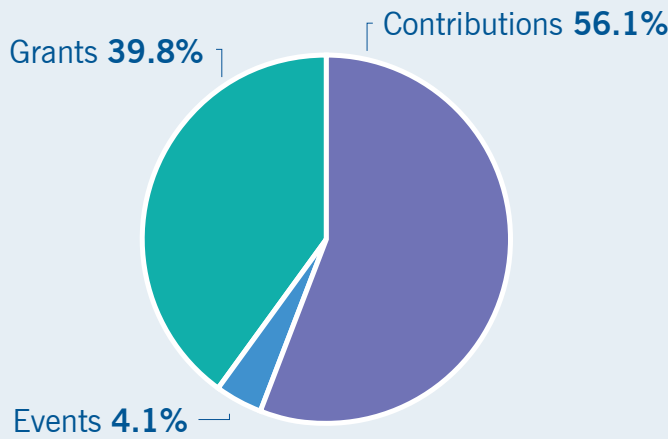
Inpatient Admissions	10,350
Primary Care Visits	691,543
Specialty Care Visits	421,657
Other Outpatient Visits	295,541
Observation Visits	11,083
Surgeries	21,513
Children's Home Care Visits	2,811
Emergency Room Visits	100,116
School Health Visits	748,389
Urgent Care Visits	44,915
Transports	3,140



Akron Children's Foundation

\$33 million raised in 2024

Thank you to our donors for their generous and ongoing support. Every contribution makes a difference, as we work together to strengthen families in our community. We believe every child should have the opportunity to thrive.



As Children's Miracle Network Hospitals Champions, Jack and Maryann Lee inspire others to support Akron Children's through philanthropy.

Achieving Excellence



Excellence in patient care

- U.S. News and World Report: Best Children's Hospitals for Orthopedics (No. 20), Neurology and Neurosurgery (No. 38), Diabetes and Endocrinology (No. 43), Pediatric and Adolescent Behavioral Health (No. 46), and Neonatology (No. 50)
- Newsweek: Best Children's Hospitals for Orthopedics (No. 20), Neonatology (No. 26), Endocrinology (No. 38), Pulmonology and Thoracic Surgery (No. 38), and Cardiology and Cardiac Surgery (No. 39)

Other accolades

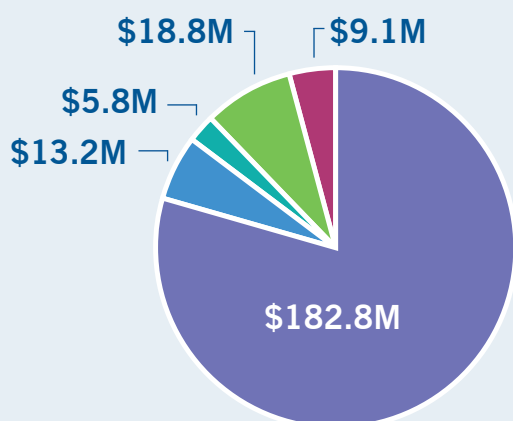
- Forbes: America's Best-In-State Employers 2024
- College of Healthcare Information Management Executives (CHIME): Most Wired award for digital health innovation



Community Benefit Financials

Community benefits are programs, services and activities that we carry out for the purpose of improving our community's health and well-being. The Internal Revenue Service oversees community benefit reporting of not-for-profit hospitals. To qualify as a community benefit, activities must incur a cost to the hospital, address an identified community need and meet at least one of four objectives:

- Improve health care access
- Enhance community health
- Advance medical or health knowledge
- Reduce the burden on government and community-based agencies



**2024 Total
Community
Investment:
\$229.7 million**

● Unreimbursed Medicaid and uncompensated care

- The unreimbursed portion of services for Medicaid patients and financial assistance for families who are unable to pay for all or part of medical expenses.

● Subsidized health services

- Clinical services that are delivered despite financial loss because they address community needs.

● Research, advocacy and community partnerships

- Nonproprietary research supported by internal or eligible grant funds.
- Advocacy for community health improvement and safety.
- Financial and in-kind contributions to community organizations with missions that align with our own.

● Health professional education

- Education and training, clinical rotations and internships for students in programs associated with a health care credential.
- Continuing education for practitioners in the community.

● Community health improvement services and community benefit operations

- Community health education, outreach programs and supports that do not generate revenue.
- Advocacy for community health improvement.
- Staffing, administrative supports and other resources to operate and sustain community benefit programs.

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Elowen

*1-year-old
from Akron*



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