



April 2007

Media Matters

Local media has focused on MetroHealth over the past month as they continue to closely follow the story of Johanna Orozco, the 18-year-old Cleveland teenager who was shot in the face on March 5, allegedly by her ex-boyfriend.

On March 9, members of the Orozco family held a press conference at MetroHealth. During the briefing, trauma coordinator **Patty Wilczewski** updated the media on the severity of Johanna's injuries. WEWS-TV 5, WJW-TV 8, and WOIO-TV 19 carried the press conference live during midday newscasts.

On March 28, another press conference was held at MetroHealth featuring Johanna's surgeons – otolaryngologists **Tung Trang, MD**, and **Michael Fritz, MD**. The doctors explained the primary surgery that they were preparing for, which involved removing a bone from Johanna's leg to re-create her jawbone. The media also was given a hand-written statement from Johanna in which she expressed her thanks to the community for the outpouring of kindness and prayers. The conference was once again carried live on television.

And, on April 5, exactly one month after the shooting, Johanna's surgeon, **Michael Fritz, MD**, again briefed the media to update them on her condition following her April 3 surgery.

Be sure to watch TV5 this week for our latest "Fighting Back" series, which features MetroHealth patients who are fighting back from critical illness or injury – and their physicians. The stories run all month on Tuesday and Thursdays at 5 p.m., and they repeat Wednesdays and Fridays at noon.



From the Desk of John Sideras MetroHealth Then and Now

On Sunday, May 6, we mark 170 years of serving the Cleveland community, making MetroHealth the oldest health care institution in the city. The Spring Town Hall meetings are coming up soon, and will be your first opportunity to celebrate our rich and varied history of caring for those in need. **We'll have birthday treats and a special gift for all attendees, so please plan on joining us at one of the many sessions offered.** (*The schedule appears in the article below.*)

Most important is the agenda for the Town Halls, which includes the unveiling of MetroHealth's 2006-2007 Report to the Community. The year just past was a truly remarkable year for us, and one of the best MetroHealth has had in decades. This annual report takes a look back at our 170-year history as well as showcases the outstanding advancements and achievements we have made more recently. It is an impressive retrospective of how far we have come, and represents the very best efforts of our highly skilled and dedicated employees.

Also on the agenda is an update on the performance management program. On March 26, all management-level employees attended an off-site retreat that described the goals and objectives of MetroHealth for 2007 and beyond. There are 44 initiatives that support this organization's strategic direction for the future, and each manager and director learned about those initiatives and how and why they are important to MetroHealth. Now each of them is reviewing the roles they and their staff members will play in achieving those goals. There's a lot to cover on this topic, so do your best to make it to one of the Town Hall sessions.

I will also provide the latest news on facilities plans and improvements, and give you plenty of time to ask questions. And on Friday, May 4, we'll have a final birthday celebration. Look for more about that on the MIV, and I'll see you at the Town Halls.

Happy 170th Birthday, MetroHealth!

Get ready to celebrate MetroHealth's 170th year of serving the health care needs of the Cleveland community. We started out on May 6, 1837, as City Hospital and today we remain committed to caring for the people of Cuyahoga County who need us, regardless of their ability to pay.

Join us the week of April 30 as we celebrate our history and our mission at the Spring Town Hall meetings. Those who attend will be the first to receive the special commemorative tile shown at right, along with birthday treats.



Town Hall meetings are scheduled as follows:

Monday, April 30	8-9 a.m. MetroHealth Broadway Health Center 10:30-11:30 a.m. R170 12-1 p.m. R170 3-4 p.m. R170
Tuesday, May 1	10-11 a.m. R170 3-4 p.m. MetroHealth Center for Skilled Nursing Care
Wednesday, May 2	4-5 p.m. MetroHealth Brooklyn Medical Group
Thursday, May 3	10-11 a.m. R170 12-1 p.m. South Campus 1-2 p.m. South Campus
Friday, May 4	8-9 a.m. R170 11 a.m.-12 p.m. Prentiss Center for Skilled Nursing Care

We'll also be holding a special birthday party on Friday, May 4, with cake for everyone. We look forward to continuing to meet the health care needs of the community with high-quality care, outstanding medical expertise, and endless compassion.

New Co-pay Option

In response to your requests, making co-payments just got easier for you and your family. If you don't have cash, check, or a credit card with you at the time you receive a health care service, your co-payment amount may now automatically be deducted from your paycheck.

Here's how it works. During the on-line open enrollment process, you will be asked to sign a wage deduction agreement for co-pay expenses. If you cannot take advantage of one of the other payment options at the time of service, the co-payment will automatically be deducted from your paycheck upon your written authorization at the time of service.

Co-payments are specific dollar amounts you are required to pay at the time you receive medical care, which helps defray the high costs of health care. MetroHealth requires co-payments from all patients at the time medical service is received. By giving you this additional option for making your co-payments, we can continue to provide access to the high-quality medical care you need at an affordable cost.

Gifts & Grants

Gifts Support Conference

More than \$14,000 in philanthropic gifts will support this year's Pastoral Care conference, May 10 – 11, in Scott Auditorium. *Secrets: Why We Have Them, Why We Keep Them, and What they Mean* examines the nature of secrets, their impact on families, and effective strategies for facilitating family conversation.

The conference is being presented, in part, thanks to the generosity of several organizations and foundations. Their support covers nearly 25 percent of the event cost, a savings passed along to the more than 250 human service and medical professionals expected to attend.

"Because of their gifts, we're able to make this event much more affordable to participants, who tend to come from nonprofit organizations," says Dan Rossbach, director, Pastoral Care. Among the sponsors are Busch Funeral and Crematory Services, Hospice and Palliative Care Partners of Ohio, Suicide Prevention Education Alliance, The Ridgecliff Foundation, Inc., and The Saint Luke's Foundation of Cleveland, Ohio.

Success Story

A miracle happened 21 years ago in the MetroHealth Neonatal Intensive Care Unit – a very small miracle named Ryan Patrick O'Connor. Ryan weighed just 18 ounces and, at that time, he was the lowest birth weight baby boy ever born at MetroHealth. "We were always told he was a miracle, because he had no abnormalities as a result of his prematurity," says Laurie Scinto, Ryan's mother, who gave birth to Ryan just 24 weeks into her pregnancy. Ryan went home about five months later with the help of the expert staff at MetroHealth's NICU, including Dr. Satya Reddy, who now runs a research company studying Vitamin D, work for which he is internationally known. "The people at MetroHealth were fantastic and compassionate," says Scinto. "Dr. Reddy continues to stay in touch and just called to wish Ryan a happy 21st birthday."

When Ryan went to school, he was labeled "developmentally delayed." His doctors thought that those delays were due to his prematurity. As he grew, his creativity, imagination, and dreams grew with him. Ryan played on the Bay Village High School football team his junior year, and then on Bay's lacrosse team his senior year. He graduated from high school in 2006.

While Ryan had a great deal of difficulty with reading and writing, he was fascinated with movies, especially those about super heroes.



Stingray Man



Ryan O'Connor

His love for super heroes combined with his vivid imagination inspired the creation of Stingray Man, a high school hockey player with a secret, super-hero identity. Ryan longed to bring Stingray Man to life in a comic book. With the help of a friend of his father and his Aunt Jane, Ryan was able to develop the character and put his ideas into words on the computer. Over the next year, Stingray Man really did come to life.

His aunt spent many hours doing research on the Internet, looking for a way to help turn Stingray Man into a real comic book. She eventually connected with Ed Murr, an artist and graduate student/teacher at the Fashion Institute of Technology in New York. Murr agreed that he would work on Stingray Man as a class project in the upcoming semester.

Murr enlisted some help to create Stingray Man, calling on comic book artists Jared Osborn and Bob Wiacek, who had worked on both Marvel and DC Comics. Many conference

calls and online communications with Ryan followed. Murr brought the story's characters to life with his pencil drawings, Wiacek took a break from his work creating DC Comics "The Brave and the Bold," to do the ink work, and Osborn provided the brilliant colors for the characters. Stingray Man was finally finished.

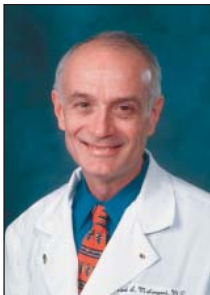
To celebrate the comic books' completion, Wiacek and Osborn invited Ryan, his father, and his aunt to New York City as their guests. They took the trio to see a number of comic art shows featuring the work of great comic artists both past and present. The family was treated to lunch at the Society of Illustrators Club, where Ryan was introduced as a writer from the Midwest. Ryan was thrilled and honored to meet Larry Leiber, the Spiderman comic strip artist (and brother of Spiderman creator, Stan Lee) during his stay.

Ryan's father, Bob O'Connor, says "We are huge fans of MetroHealth; Ryan is here because of Metro." As for Ryan, he's getting ready for his first book-signing event at Paratown Mall in early May, and is finishing up his next issue, set to go to Ed Murr for illustration in June. As his parents state in the dedication of the first issue of Stingray Man (which also mentions MetroHealth), Ryan's story is "a great example of believing in your talent, using your creativity, and chasing your dream." Stay tuned for the next adventure of Stingray Man.

Who's News? ...

Dr. Mark Malangoni Appointed to Residency Review Committee

Mark Malangoni, MD (*right*), chair, Department of Surgery, will begin a three-year term on the Accreditation Council for Graduate Medical Education's (ACGME) Residency Review Committee for Surgery in July, 2007. Dr. Malangoni was nominated to the position by the American Board of Surgery, and he completed an orientation process in February.



The ACGME is a private, non-profit council that evaluates and accredits medical residency programs in the United States. The mission of the ACGME is to improve health care by assessing and advancing the quality of resident physicians' education through accreditation.

Dr. R. Taylor Segraves Presents in Spain

R. Taylor Segraves, MD, PhD (*right*), chair, Department of Psychiatry, presented a seminar, "The New Role of Neuropsychiatry in Sexual Medicine" at the Association of European Psychiatrists (AEP) 15th Congress in Madrid, Spain, on March 18. The AEP is the largest international association of psychiatrists in Europe with members from more than 63 countries. The Congress, entitled "European Psychiatry – Science and Art," ran from March 17-21. Psychiatrists from all specialties attended lectures focusing on various psychiatry and neuropsychiatry fields, including anxiety disorders, alcohol and drug addiction, bipolar disorder, schizophrenia, attention deficit hyperactivity disorder (ADHD), and suicidal behavior. The programs provided new perspectives on the science and art of psychiatry and on issues related to treatment and patient care, and highlighted the latest achievements in the field.



Promotions

Kenneth Kirby - Admitting Supervisor, Patient Access

... and Who's New?

Dr. Karen Gilliam Joins Office of Diversity and Cultural Affairs

The Office of Diversity is pleased to announce the appointment of Karen L. Gilliam, PhD (*right*), to the new position of Manager, Diversity Projects. Karen brings a wealth of diversity and organizational development experience to MetroHealth, spending 18 years in the fields of human resources, training, and development. She also has served as an independent consultant and designer of several workforce diversity workshops. A number of employees have participated in one of the workshops Gilliam facilitated for The MetroHealth System's Leadership Program. She has a master's degree in business from Baldwin-Wallace College and a doctorate from Antioch University.



Mari Galindo-DaSilva - Coordinator, Patient Support Services, Integrated Ambulatory Support Services
Victor Nolan - Manager, Patient Operations, Patient Access
Beatrice Tabor - Manager, Bariatric Surgery Program, Surgery

News & Notes

Physician Directory Includes "Language" Option

A new language option has been added to the medical directory on our Web site, MetroHealth.org. Users click on "Find a Doctor" and can specify the particular language spoken in the bottom field on the search page, along with other required criteria, such as specialty. Only those physicians fluent in the specified language will appear in the search results. This time-saver is an important enhancement to our Web site as we strive to meet the needs of our culturally diverse community.

Dr. Kitagawa Moves to Outpatient Surgery Center

Gregory Kitagawa, MD, is moving his OB/GYN practice from West Park to the Outpatient Surgery Center on W. 150th Street effective April 23. Call 216-778-5039 for an appointment.