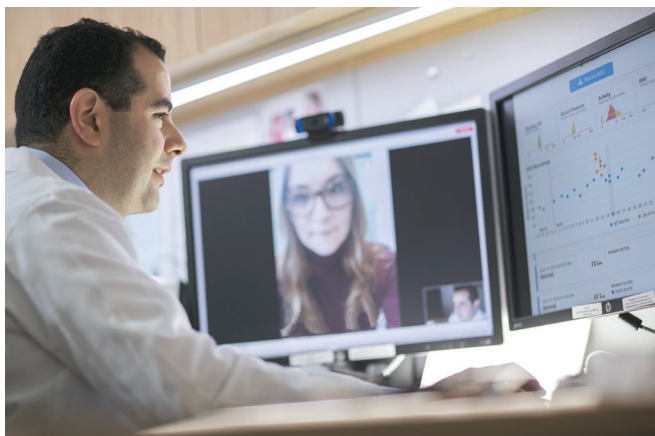


(Editor's note: The following are condensed versions of some of the presentations made before the Alumni Association's Board of Directors at its April 2017 meeting in Cleveland, Ohio.)

Before the Board



Express Care Online

Matthew Faiman, MD, MBA, FACP

A wider variety of access points to healthcare is now available to patients through Cleveland Clinic's Distance Health offerings, said **Matthew Faiman, MD, MBA, FACP (IM'02)**, Medical Director, Express Care Online. "It's an entire healthcare system in 'The Cloud,'" he said. There are Click In, Walk In and Call In options. Click In includes Cleveland Clinic's Express Care Online service, a virtual doctor's visit. Walk In encompasses Urgent Care and ER visits, and more. And, Call In features the ability to see a doctor the same day you call for an appointment. "It's access – any time, any where," said Dr. Faiman. The goal is to enhance patient care, expand access, increase efficiencies and lower costs as the institution strives to provide medical services wherever there is clinical and economic benefit.

Digestive Disease and Surgery Institute

Conor P. Delaney, MD, MCh, PhD, FACS, FRCSI, FASCRS (Hon)

The newly renamed Digestive Disease and Surgery Institute and its services were detailed by Chairman **Conor P. Delaney, MD, MCh, PhD, FACS, FRCSI, FASCRS (Hon) (CRS/A'00)**. The institute serves as a provider of acute care and trauma surgery, breast surgery, as well as metabolic and pediatric surgery. It has counted some of the best practitioners in their fields among its ranks. Dr. Delaney said its goal is to be the international leader in medical and surgical treatment of digestive and surgical

disease. Dr. Delaney said the institute is characterized by its supporting and mentoring leadership, good communication, teamwork, professionalism, a shared vision and a focus on people, quality, value-based care and performance metrics. The institute has ranked as #2 in *US News & World Report* for GI and GI surgery for many years, among numerous other distinctions. The institute has 24 multi-disciplinary centers, 200 staff and 850 other caregivers. There are also 140 fellows and residents. The workload of them all is enormous, Dr. Delaney said. Annual activity now reaches 125,000 patient visits, 11,000 inpatient cases, 28,000 outpatient cases and 90,000 endoscopic procedures.



The Arts and Medicine Institute

Francois Bethoux, MD

Cleveland Clinic's Arts and Medicine Institute was created to integrate the visual arts, music, the performing arts and research to promote healing and to enhance the patient experience. "We feel the arts are good medicine," explained **Francois Bethoux, MD (N/T'00)**, the institute's medical director. The arts and medicine go hand-in-hand for patients who need a setting that not only provides outstanding care and service, but also the ambiance that encourages healing, peace of mind, and supports the work of medical professionals, he said. The institute's offerings span a wide range, from the art on its walls to the playing of music by soloists and ensembles; from participatory arts programs to art education sessions, plus much more. Visitors can also take an audio tour of Cleveland Clinic's extensive art collection.

Corporate Communications

Eileen Sheil

More than 500 media inquiries a week are handled by Corporate Communications staff under Executive Director **Eileen M. Sheil**. It is time-sensitive, demanding work, she said. “High volume and high stakes,” Sheil said, with Cleveland Clinic’s reputation hanging in the balance. The department’s strategy is to make sure Cleveland Clinic’s messages get out correctly and provide the desired outcome, then attempt to measure the value of good communications – including those made through social media outlets – to the organization’s bottom line.

Philanthropy Institute

Lara Kalafatis

Lara Kalafatis is the new Chair of the Philanthropy Institute and will lead Cleveland Clinic’s on-going centennial campaign, an effort to raise \$2 billion for the institution by 2021. She reported the organization is about half-way toward meeting that goal, but the size of annual contributions between now and then needs to increase from roughly \$180 million-a-year to \$200 million. She expressed optimism the goal would be met.

Lerner Research Institute

Serpil C. Erzurum, MD

Alumni Board members were taken on a tour of the Lerner Research Institute (LRI) hosted by Institute Chair **Serpil C. Erzurum, MD (CCF’93)**. Among several stops within the institute, board members learned about LRI’s artificial heart. More than 23 million patients suffer from heart failure, with 100,000 having no other option but a heart transplant. But the supply of human heart donations is limited. Fewer than two percent of patients who need one will get a transplant. Over the past two decades, considerable research has been aimed at developing artificial hearts. Although there have been some tremendous successes from a research standpoint, the few existing FDA-approved devices are complex, bulky, and able to fit in only 20 percent of women and 50 percent of men. LRI has developed a unique total artificial heart that operates silently. It has a simple design, with only a single moving part, and will fit essentially all adults and many teens. Board members also saw what’s new with LRI’s work in robotics, 3D printing and imaging.



The Bionic Eye – An Update

Alex Yuan, MD, PhD

Meghan J. DeBenedictis, MS, LGC

Until recently, retinitis pigmentosa (RP) was a condition for which no cure or approved medical treatment was available. The FDA approval of the Argus II Retinal Prosthesis System in 2013 created hope for some vision in patients with severe blinding from RP. In June 2015, a Cleveland Clinic team under the leadership of **Alex Yuan, MD, PhD (VF’12)**, and **Aleksandra Rachitskaya, MD**, performed Cleveland Clinic’s first procedure implanting the device in a male patient.

That achievement was highlighted in Dr. Yuan’s presentation to the Alumni Board. He was accompanied by **Meghan J. DeBenedictis, MS, LGC**, of the Cleveland Clinic Cole Eye Center. She spoke about patient care and rehabilitation following surgery. In essence, Argus II is a system consisting of several components: a bionic eye implant that is connected to external equipment that includes a set of high-tech glasses with a camera.

With it, some patients who suffer from RP regain partial sight – mostly forms and shapes. It is considered breakthrough technology and Cleveland Clinic is one of only 14 sites in the U.S. treating patients with this system. In the future, physicians hope to continue to improve the prosthesis system by implementing further innovations, such as zooming, eye scanning and color-coding.

Before the Board

Government and Community Relations

Vickie Johnson
Carlos Jackson

How Cleveland Clinic tries to make a difference in the community was described by **Vickie Johnson**, Senior Director, Government and Community Relations. “We recognize we must partner with our communities for mutual benefit,” she said. “We are reorganizing to manage our talent to meet these responsibilities.” She centered on progress made during the past 10 years through the Langston Hughes Community Center in Cleveland. There, local residents receive wellness services. Additionally, Cleveland Clinic has combined three school-based and two clinic-based learning programs which touch the lives of thousands of school students every year through health, science and medical education. Often classes are conducted through interactive, videoconference presentations. In the larger picture, Cleveland Clinic can use its hiring, purchasing and investment power to the benefit of all, she said. She was joined in her presentation by **Carlos Jackson**, Executive Director of the group, who spoke about the changing face of national health coverage, from ObamaCare to President Trump’s attempt to repeal and replace it.

“We must partner with our communities for mutual benefit.”

— Vickie Johnson

Physician Burnout

Susan J. Rehm, MD

Many physicians in their careers suffer from burnout, a pervasive process that many would say is an epidemic in the profession. Its signs and symptoms include a loss of enthusiasm for work, feeling detached from patients and having a sense that work is no longer meaningful, said **Susan J. Rehm, MD (IM’81, ID’83)**, quoting from studies on burnout. She is the Executive Director, Professional Staff Health. According to the experts, ways to address burnout include easing the documentary burden on physicians, trying new practice models, having a participatory management style and paying attention to your own well-being.

Alumni Communications

Communications and membership updates were presented on Saturday, April 8, during which **Divya Singh-Behl, MD (D’02, DS’07)**, Secretary of Alumni Communications, and **Pauline Kwok, MD (TRS’95, DR’00, ABI’01)**, Secretary of Alumni Membership spoke. They outlined alumni services, identified contacts and explained the responsibilities of new board members.

Mindy Stroh, Director of Alumni Relations, presented a department update, along with **Tara Fenner**, Assistant Director, and **Katie Eurich**, Development Associate. They spotlighted elections, awards and alumni engagement and benefits topics. **Jim Marino**, Editor of the Alumni Connection newsletter, talked about the function of the publication and how board members and their colleagues can submit story ideas for consideration.

Khaloud G. Tarakji, MD, MPH (IM’04, CARD’09, CARD/E’11), Alumni Network App Project Manager, said a prototype of the doctor locator app may be available this September after several years of research and readiness work. The app would allow individuals to search a world-wide database for the names, locations and specialties of Cleveland Clinic-trained doctors. The app could prove invaluable to aid patients in need of care and allow doctors to interact with one another, as well.

Philanthropy was the theme of the remaining speakers.

Gary H. Dworkin, MD (CATS’92), Chair, Philanthropy Committee, Alumni Association Past President, endorsed fund-raising efforts of the Centennial Legacy Society campaign. He emphasized that contributing to the campaign was not only a good way to assist Cleveland Clinic financially, but also a way of honoring your mentors who helped you to launch your career in medicine.

Nelson J. Wittenmyer, Jr., JD, LL.M., Vice Chair of the Philanthropy Institute, told his audience how important alumni contributions are to Cleveland Clinic’s philanthropy campaigns and detailed some of the many ways to give to the institution. They include such contributions as an outright gift, a multi-year pledge, a deferred life income gift and a wide variety of other options designed to maximize philanthropy goals and minimize cost to the donor.