

2015 FRONTLINE WORKER CHAMPION PROFILE



BETTER CARE THROUGH EDUCATION

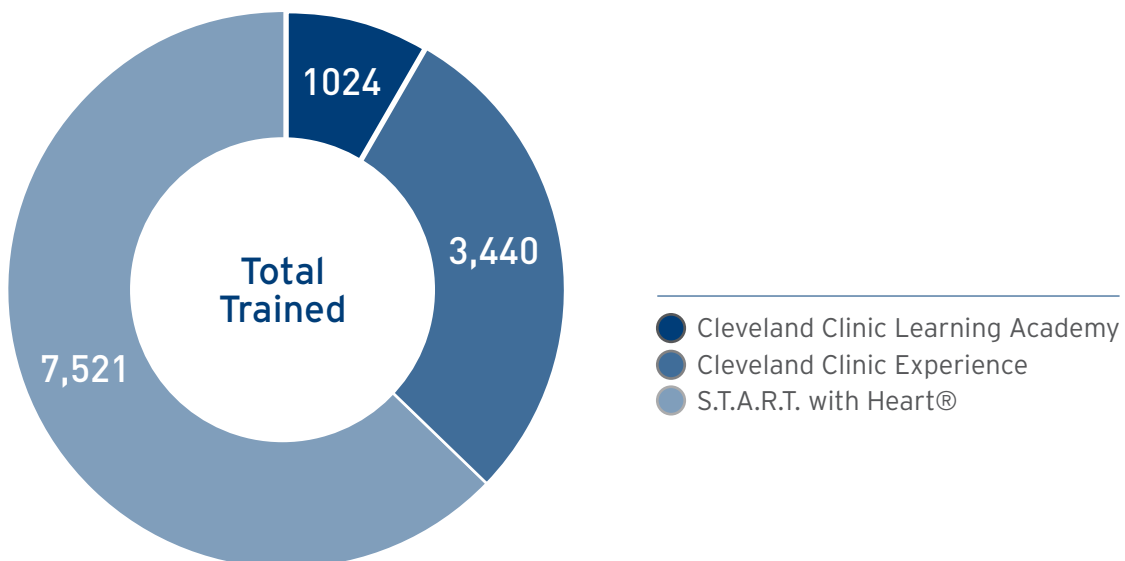
As a non-profit multi-specialty academic medical center, Cleveland Clinic is a global leader in research, education, and health information. Recognized for its robust investment in its frontline workforce, Cleveland Clinic has been selected as a 2015 CareerSTAT Frontline Worker Champion.

Cleveland Clinic's employees, or "caregivers," can manage their careers through the organization's "My Career Plan" website which allows them to see how their particular skills align with jobs. The website helps them set short and long term career goals toward advancement within the organization.

Through its Cleveland Clinic Learning Academy, the hospital system provides professional advancement resources directly to frontline workers. **In 2014, more than 1500 Cleveland Clinic caregivers received on-site training** through "Quick Burst" workshops designed to train frontline workers in key professional skills including time management and navigating change.

In 2014, **Cleveland Clinic was named a Healthcare Equality Leader** by the Human Rights Campaign (HRC) Foundation and uses Diversity Councils and Employee Resource Groups to develop diversity orientated programs.

IN 2014, CLEVELAND CLINIC TRAINED 11,985 WORKERS



CLEVELAND CLINIC PROGRAM

Serving tens of thousands of employees each year, Cleveland Clinic uses various training programs to provide the best development to its caregivers. The Cleveland Clinic Learning Academy uses on-site workshops to provide training on specific professional topics; its School at Work (SAW) program is a six-month healthcare-specific program designed to help frontline caregivers sharpen math, communications, computer, and reading skills.

BUSINESS IMPACT

Since the development of its Cleveland Clinic Experience program in 2010, Cleveland Clinic has improved its overall rating in the HCAHPS Survey to exceed the national 90th percentile.



NOTE FROM THE CEO



President and CEO Delos Cosgrove, MD, believes employee development and investment are directly aligned with Cleveland Clinic's mission to provide better care for the sick, deeper investigation of patient problems, and further education for those who serve. With a "Patients First" motto, Cleveland Clinic looks to advance the knowledge and skill base of those who connect most directly with the patients, the frontline individual caregivers.

FRONTLINE SUCCESS

Starting in 2013, Robin Canion used the Frontline Caregivers Professional Development Workshop Series to become a Recruitment Technician with Cleveland Clinic's Division of Human Resources. While Robin participated in many training programs, she was impacted by two speakers, Kimberly Peavy and Lisa Griffin, who discussed how Cleveland Clinic's programs helped them advance their careers. She says, "That day I learned that being a single mother without an education was no longer an excuse. Her story made me decide to make a plan to change my career goals." After that realization, Robin started acquiring new skills and advancing her career. Now a part-time student, Robin enjoys her new role as a Recruitment Technician and plans to never stop learning.



Robin Canion, pictured, remembers being particularly impacted by two speakers, Kimberly Peavy and Lisa Griffin, who discussed how Cleveland Clinic's programs helped them advance their careers. Now a part-time student, Robin enjoys her new role as a Recruitment Technician but plans to keep learning and developing her skills.

CLEVELAND CLINIC STATS

- > Number of Employees: 42,000
- > Number of Frontline Workers: 25,680

The 2015 CareerSTAT Frontline Health Care Worker Champions recognition program is generously funded by The Joyce Foundation.



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