

# 2020: A year like no other

## Welcome to the 2020 Summa Health Annual Report.

At the start of 2020, none of us could have imagined how dramatically our world was about to change. With COVID-19 impacting millions of people throughout our nation and billions around the world, the year can easily be described as exhausting for our caregivers and a challenge for us all.

This makes us especially proud that, during a year of such uncertainty, Summa Health was able to fulfill numerous initiatives that were in the works long before the pandemic hit. For example, we continued to make progress on phase two of our Master Facility Plan. We completed one of our most successful Medicare Open Enrollment periods for SummaCare. And we remained fiscally responsible and mitigated the potential large losses anticipated due to the outbreak.

What's more, the pandemic served as a catalyst for Summa Health to make rapid changes to improve how we deliver care. Throughout 2020, we worked diligently to make the necessary changes to continue care while ensuring the safety of our community, patients and employees. We empowered patients with care options, including telehealth and drive-up COVID testing. We mobilized to help assess the effectiveness of medications, mask wearing and personal protective equipment, as well as met regularly to review evidence and guide decisions for care across our organization.

We are eager to share some of the many stories that defined our pandemic year – stories that illustrate our critical planning efforts, our resilient frontline patient care and the outpouring of community support. Through our three-part video series, "Impact of COVID-19 Across Our Organization," we are able to offer a glimpse into the everyday heroism of the many who showed up to keep Summa Health going during some of the pandemic's darkest days.

2020 was truly a year like no other. It challenged us. It made us adapt to new realities. And it inspired us to not to give up. But perhaps most importantly, the year made us prouder than ever to be part of the Summa Health family and our community.

As we continue to do our best to put an end to this virus, I want to thank you for the many ways you sacrificed throughout 2020 and so generously continued to support our organization. As a result of the incredible strength of our community, patients and employees, Summa Health is poised to serve better, achieve more, and make a positive difference in 2021 and beyond.

**Cliff Deveny, M.D.**  
President and CEO  
Summa Health

**George Strickler**  
Chair, Board of Directors  
Summa Health



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