Where did 2015 go? Looking back at January 2015:

• Cleveland was experiencing a snowy winter, with precipitation levels above normal.
• We launched our foray into Clinical Transformation, the journey from volume to value.
• We examined mergers, partnerships and acquisitions as a way to use collaboration and non-traditional partnerships as a way for strategic growth.
• We saw more frequent evidence of how telemedicine and healthcare apps for mobile devices improved patients’ lives and saved time.
• We began our upgrades of the CMMS system and our deep dive into our service processes.
• We worked hard to grow Excelerate, our provider-led model of Group Purchasing, that brings evidence-based clinical outcomes to product decision making.
• We celebrated the hard work of many Operations teams who found ways to achieve cost savings through Lean thinking and methods.

There is a lot at Cleveland Clinic to be excited about in 2016. Jumping ahead to this time next year:

• There’s no predicting the weather.
• We will be recovering from a tsunami of political ads as we prepare to inaugurate a new president.
• We will have showed the world that Cleveland can handle major events like the RNC.
• Our integration with Akron General Health System will be proceeding smoothly.
• We will have recently opened a new hospital (Avon) and be in the midst of the activation of the new Cancer Center and parking garage.
• The Service Level Agreements that Operations’ departments developed will be successful.
• We will be building one of the most advanced exciting Health Education Campuses in the world (expected completion July 2019).
• The number of caregivers using wearable fitness devices and mobile apps to track health and wellness will be an impressive one.
• We’ll see even more Retail options for access to primary care and will have improved access for our patients through several initiatives, including Express Care Online.
• The number of Global patients at CC will continue to grow as our operations at CCAD and relationships with the embassies and referral offices strengthen.
• Patient Engagement Platforms will extend our reach beyond the hospital.
• Excelerate will be even larger and stronger as we add new members and new ways to address the demands of healthcare reform, while enhancing clinical quality.
• We will still be celebrating the hard work of Operations teams who will continue to find ways to achieve cost savings through Lean thinking and methods.

Happy New Year! – Bill
Malcolm Gladwell, long-time journalist for The New Yorker, once wrote: “Our first impressions are generated by our experiences and our environment, which means that we can change our first impressions by changing the experiences that comprise those impressions.”

From furniture to artwork, color schemes to architecture, the minute a patient or guest arrives at Cleveland Clinic, everything we do is choreographed to make a great first impression. As we continually review and revise how we impact the patient experience, we continue to find new ways to change the environment in which those experiences take place, thus improving the first impressions of our patients, families, guests and caregivers.

Over the last several months, a team comprised of members from Strategic Space Planning (SSP), Buildings and Properties, and others, as well as a group of 40-plus GOAL volunteers, launched a new project to improve the quality of furniture in common spaces.

The objective: to improve the overall first impression of our common spaces and create a process for maintaining the quality of those spaces.

“Furniture in some high-traffic common spaces was in very poor shape,” Andrea Jacobs, Executive Director for Operations, said. “When we looked at the process for repairing or replacing damaged furniture, we saw the need to create a centralized process for prioritizing and funding the upkeep of furniture in these spaces.”

Over a two-month period, GOAL volunteers conducted a Common Space Furniture Assessment across the enterprise, including Main Campus, the Regional Hospitals and the Family Health Centers. In all, nearly 595,000 square feet were evaluated, including approximately 8,900 pieces of furniture.

The assessment rated furniture on a scale of 1 to 5, with 1 being good and 5 being poor. Scores were then tabulated to prioritize spaces for funding.

This pilot program led to the creation of a standardized process for common space furniture repair and replacement.

“Before this project was started, there was inconsistency about which spaces would receive new furniture and how those purchases would be funded,” Christopher Soska, Executive Director, Enterprise Shared Services, said. “Thanks to our team and the GOAL volunteers, we now have a program in place to prioritize the furniture needs in all of our common spaces, which will help us make the best first impression possible.”

Starting January 2016, SSP will begin the process of repairing and replacing furniture in a number of common spaces based on the completed furniture assessment.

Moving forward, the Furniture Replacement Program will enable departments to submit a request for emergency furniture replacement and repair through the SSP Intranet page. Requests will be reviewed and prioritized by the furniture task force and those common spaces most in need will be updated. A complete list of guidelines for the Furniture Replacement Program can be found on the SSP website.

In the future, the Furniture Replacement Program will be incorporated into routine annual assessments and expanded to include outpatient and inpatient spaces.

If you have any questions about the furniture assessment project, please contact Laura Bailey, at baileyl@ccf.org.

Click here to learn more about Strategic Space Planning.
In the October and November Operations Newsletters, you read about how Facilities Maintenance was implementing 5S and Lean practices within several working groups. These groups, like the Refrigeration Repair Shop, are making great progress. However, they are not the only groups within Operations practicing 5S and Lean.

**CANCER BUILDING**

Cleveland Clinic and Turner Construction teamed up to implement Lean operations in the construction of the new Cancer Building. Construction projects are complex in nature due to the numerous contractors, designers, and Cleveland Clinic representation that need to work together in collaboration in order to deliver a successful outcome. Ron Lawson, Director of Construction, initiated the Lean Journey with the formation of a Lean Leadership Team in July 2014.

“The Cancer Team has made Lean part of its operating DNA,” Karen Vance, Operations Lean Project Manager, said. “Dave Doren and Joe Schilens meet with the Cancer Team twice a week to identify Lean opportunities and to discuss ways to continue to reduce waste. As a whole, this group has embraced Lean thinking and continues to make great progress.”

The Lean Leadership Team learned Lean Construction methods and discussed how to apply lean concepts to key projects. The Lean team focused on identifying "waste in construction" including inventory, jobs waiting for a skilled trades worker, a skilled trades worker waiting to begin a job, multiple trades working in a given area disrupting each other’s workflows, among others.

This led to the development of a Training Program Platform in which Dave Doren, Owners Representative at Cleveland Clinic, engaged Joe Schilens, Project Superintendent at Turner Construction, as well as the designers and contractors supporting the Cancer build. The front-line workers were then empowered to identify opportunities to apply Lean to the project, which resulted in many ideas to reduce waste from the project.

Some of the ideas included:
- **Reducing On-site Inventory:** Instead of delivering door frames in large quantities (up to 150 at a time), frames were delivered in groups of 12, reducing on-site inventory and creating a safer work environment.
- **Increased Prefab Materials:** Mechanical, Electrical, Plumbing sections were built prior to installation, reducing costs and construction time, as well as eliminating raw materials and construction waste on the job site.
- **Charging Stations:** By creating charging stations with multiple batteries and chargers, trade workers will reduce wasted time searching for and swapping batteries.
- **Pre-installed Inserts:** Prior to pouring concrete, pre-installed inserts were installed, eliminating the need for trade workers to drill into the hardened concrete to install rods and hangers.

The group continues to find new ways to this date, while holding regular Lean Boot Camps, maintaining an open dialogue between the front-line workers and management, and more. Implementing Lean on the Cancer project not only reduced waste, it also created a safer working environment, improved collaboration, and a satisfied workforce due to reduced stress.

**DD4**

More recently, the team on DD4 (Buildings and Properties) took a look at individual and common workspaces to see how it could become more Lean. This included implementing 5S (Sort, Set in Order, Shine, Standardize and Sustain) in its own work environment.

In common spaces, the team eliminated clutter by removing unnecessary items, including boxes, filing cabinets, etc. Filing cabinet content was condensed, organized and re-labeled, supplies were organized in a central location and items were relocated. As a result, the team was able to remove nearly 20 cabinets from the work space.

To drive Lean and 5S in individual spaces, the DD4 team created a competition to see who could “5S” their work space the most. Individuals reorganized, cleaned and discarded clutter from their workstations.

Groups across Operations – and Cleveland Clinic – continue to find ways to implement Lean and 5S into their every-day tasks. For more information on how to implement Lean and 5S in your department, contact Karen Vance at vancek@ccf.org.

Have a Lean Success Story? Send it to Dallas Moyer at moyerd@ccf.org.

**Lean and 5S: Operations Continues Lean and 5S Push**
2015 CAREGIVER SURVEY:
Enterprise-Wide Results

Adapted from today

Thank you for participating and sharing your voice during the 2015 Annual Caregiver Survey. We heard from 37,910 caregivers representing an impressive 87 percent of Cleveland Clinic!

Starting this month, managers will receive access to their individual results. That’s when you’ll begin discussions with your team members around action planning and improving engagement.

Until then, you can review Cleveland Clinic’s enterprise-wide results by watching our 30-minute, on-demand webinar. Simply log in to the Cleveland Clinic Learning Center and search for course code QCB 339e.

Remember, your comments in the survey are used to make decisions about programs, benefits and services to improve quality, safety, communications and engagement. Together we will work to improve the caregiver experience.

Our foundation stands firm, our future looks bright and we are all invited to be a part of what’s happening at Cleveland Clinic. We believe in the Power of Every One.

ARCHITECTURE AWARD:
Cleveland Clinic Earns AIA/AAH Healthcare Design Award

Cleveland Clinic was honored with its first AIA/AAH Healthcare Design Award by the American Institute of Architects (AIA) / Academy of Architecture for Health (AAH) for the design of the Brunswick Family Health Center Emergency Department. Eight healthcare organizations, including in Canada and China, were recognized at an awards ceremony this past November.

Cleveland Clinic, in partnership with architectural firm Westlake Reed Leskosky, was one of eight recipients of the 2015 award and one of four honorees in Category A (projects with a construction cost of less than $25 million).

The AIA/AAH Healthcare Design Awards showcase the best of healthcare building design, healthcare planning and healthcare design-oriented research. The awards highlight the trends of healthcare facilities and the future direction of these facilities. Projects exhibit conceptual strength that solve aesthetic, civic, urban, and social concerns as well as the requisite functional and sustainability concerns of a hospital. The AIA/AAH recognizes the firms for their contribution to the healthcare environment.

Chief of Operations William Peacock presented members of Westlake Reed Leskosky, as well as members of the Brunswick project management staff, with the award during the Operations Quarterly Meeting on December 17.

The award is the second for the facility, which earned the same award from the AIA Cleveland Chapter in 2014.

Click here to read more about the project, view images and to see the entire list of award winners.
CHRISTMAS CHEER:
Several Groups Spread Christmas Cheer at Cleveland Clinic

During the holiday season, several groups in Operations brought Christmas cheer to families and children at Cleveland Clinic.

Operations Administration joined the Taussig Cancer Institute to Adopt a Family. The Ops Admin team adopted a family of three, including a mother receiving treatments for Leukemia and her two daughters. Members of the Ops Admin team donated hats and scarfs, bedding sets, gift cards and more!

Valet Services partner, Parking Solutions Inc. (PSI), collected donations and toys for kids at Cleveland Clinic Children’s Hospital. More than 80 members of the PSI team donated to the annual Giving Tree and several team members delivered the gifts decked out in Santa hats and driving a sleigh...a Nissan Frontier sleigh.

Members of the Health Education Campus project team came together to donate over 100 presents to children at Bellefaire JCB, an organization that provides care, education, and advocacy to enhance the well-being of children, young adults, and families. In addition to the gifts, the team raised nearly $3,700 for the organization’s general programs fund.

Top photo (l to r): Jonathan Gomez-Rivera, Kumi Lane and Dara Dressler deliver gifts to the Operations Administration Adopted Family at the Taussig Cancer Institute.

Bottom photo: PSI team members Kevin Johnson, Latoya Bailey, Anita Allen, Dave Horning and Peter Prclal served as Santa’s helpers, delivering gifts to Danielle Lahm (far left) at Cleveland Clinic Children’s Hospital.

HEAVY LIFTING:
Facilities Maintenance Performs Quick Repair of Supply Fan

Patient comfort is a top priority at Cleveland Clinic. When a noisy supply fan is causing a disturbance, the Facilities Maintenance team jumps into action.

During the early hours of December 19, the supply fan in the J Building, which supplied floors 5-8 (nearly 1/3 of the building), began to create noise disturbances. Facilities Maintenance had to solve the issue and solve it quickly.

In a matter of hours, an out-of-state direct replacement was found and scheduled for delivery. By Saturday night, the fan was in Cleveland and staged for replacement.

The team installed the unit on Monday morning, tested it and had it back in operation by Tuesday morning, just days after detecting the issue.

Key to the success of this quick turnaround was Dave Lucas, Bob Morrow, Eric Bartko, Dan Krupa, Nick Galizio, Eric Masters, William Shie, Eric Kloeppel, Alan Beck and Joe Makar.

This is just one example of the exemplary work of the Facilities Maintenance team in maintaining our “Patient First” philosophy.

Eric Masters works on installing a new supply fan in the J Building.
The end of year is a time for all of us to pause and reflect. As I look back on 2015, I feel incredible gratitude and pride in Cleveland Clinic caregivers. Your hard work, dedication to our patients and our organization, and support of one another has resulted in unprecedented accomplishments.

I hope you will take a moment to celebrate a few of the many achievements that would not have been possible without you:

• Cleveland Clinic continues to be recognized nationally and internationally for our clinical expertise and innovative approach to treating health problems that affect thousands of people. U.S. News & World Report ranked us the No. 5 hospital in the nation, our heart program was ranked No. 1 for 21 consecutive years, and 10 other specialties were ranked in the Top 10, including urology and nephrology, which were both ranked No. 2.

• Our success depends on expanding our reach regionally, nationally and internationally. In 2015, we welcomed Akron General Health System as a full member of our organization. Cleveland Clinic Abu Dhabi welcomed its first patient this year and has been so successful that it will be adding 100 more beds next year and in 2017. We also acquired a long long-term lease on a six-story office building in London’s West End. We will determine how best to use this facility and will keep you updated.

• Our commitment to research allows us to advance medical treatments and sustain our role as a global healthcare leader. Key initiatives in 2015 included being the first in the nation to offer a clinical trial of uterine transplants and discovery of a new gene associated with Cowden syndrome, an inherited condition that carries high risks of thyroid, breast and other cancers.

• Your enormous contributions to supporting our initiatives to improve efficiency and reduce expenses allowed us to reinvest in you. Early this year, we raised our minimum wage to $12 per hour and also adjusted wages for nearly 15,000 caregivers in allied health jobs. We continue to evaluate salaries in the healthcare marketplace to remain competitive and to make Cleveland Clinic an employer of choice.

As we look forward, I hope you share my optimism and excitement for the incredible opportunities we have in the new year and beyond. We have come this far because we believe in the power of everyone in this organization to make a difference. Thanks to your skill, dedication and commitment — together, we will shape the future of healthcare.

– Toby Cosgrove, MD

OFFICIAL CELEBRATION:
Cleveland Clinic Abu Dhabi Celebrates Official Opening

Adapted from today

Cleveland Clinic Abu Dhabi celebrated its official inauguration with His Majesty King Mohammed VI of Morocco, His Highness Sheikh Mohamed bin Zayed Al Nahyan, Crown Prince of the Emirate of Abu Dhabi and Deputy Supreme Commander of the United Arab Emirates Armed Forces on Dec. 3, 2015.

The celebration was held in conjunction with United Arab Emirates’ National Day.

Toby Cosgrove, MD, CEO and President of Cleveland Clinic, with the leadership of Mubadala, Cleveland Clinic Abu Dhabi’s shareholder, addressed the audience on this momentous occasion.

His Majesty King Mohammed and His Highness Sheikh Mohamed bin Zayed present an award of appreciation to Marc Harrison, MD, Cleveland Clinic Abu Dhabi’s former CEO and the current Chief of International Business Development for Cleveland Clinic.
An Important Update on Lakewood Hospital

As Dr. Cosgrove announced in December, Lakewood City Council approved an agreement that enables Cleveland Clinic to build a new $34 million, 62,000-square-foot family health center and emergency department on property adjacent to Lakewood Hospital.

Based on an extensive analysis, inpatient services will be transitioning out of Lakewood Hospital throughout January and will conclude on Feb. 5.

The current emergency department and several outpatient services will remain open until the new family health center and emergency department open in mid-2018.

Click Here to read more.

Mila Henn Accepts Position at New York Presbyterian/Weill Cornell Medical Center

All of Operations would like to congratulate Mila Henn on accepting the Vice President Support Services position at New York Presbyterian/Weill Cornell Medical Center.

Mila has worked at Cleveland Clinic for 10 years, most recently serving as Executive Director, Patient Support Services. She has developed strong relationships with regional and institute leaders in both clinical and non-clinical departments.

Nominate a Patient Safety Champion by Jan. 22

Nominate a caregiver, unit or team that demonstrates safety as a top priority, plays a key role in impacting safety, is highly regarded by patients or colleagues in safety practices, supports safety initiatives, consistently promotes a culture of safety and “speaks up” when there is a safety concern.

Nominations are due by Friday, Jan. 22. Nominees and winners will be honored at the Safety Champion event in April.

Click Here to submit your nomination.

Rob Totton Named to Building Commissioning Certification Board Committee

Robert Totton, the Commission Authority for Cleveland Clinic Abu Dhabi, has been named to the Building Commissioning Certification Board (BCCB) Examination Committee.

The Committee is tasked with the development, maintenance and delivery of examination content and processes.

The Building Commissioning Association (BCA) established the BCCB as a committee to oversee the process of creating a commissioning certification that would demonstrate a candidate’s proficiency through education, experience, and a rigorous written examination.

Robert’s work within the BCCB, and now his involvement on the Examination Committee, are indicative of his tireless efforts to raise the bar in building commissioning agent qualifications and set uniform standards for building commissioning across the globe.

January Milestone Service Anniversaries

This January, a number of caregivers in Operations – and even more enterprise wide – will celebrate a milestone service anniversary. Below are members of Operations celebrating a milestone service anniversary. Click Here to see the entire list.

35 Years
Robert Shelton, Jr., Facilities Engineering

25 Years
David Mihelich, Clinical Engineering

20 Years
Tracy Guyton, Cleveland Clinic Police Dept.

15 Years
Claude Angle, Facilities Engineering
Larry Gasser, Facilities Engineering
Linda Polk, Environmental Services
Michael Rydzinski, Clinical Engineering
Carmen Tate, Environmental Services

10 Years
Dina Anderson, Environmental Services
Rudy Chin, Cleveland Clinic Police Dept.
Byron Dismon, Patient Transportation
Mila Henn, Operations Administration
Ronald Jamison, Patient Transportation
Thomas Nather, Supply Chain Management
Jesse Sanford, Jr., Patient Transportation
Jason Sciano, Facilities Engineering
Elyse Willen, Supply Chain Management
Thomas Wood, Patient Support Services

How the Digital Age is Transforming Operations

If you read Forbes last month, you may have seen a familiar name in an article by contributor Robert Reiss.

COO Bill Peacock, as well as executives from Cardinal Health, Caterpillar and IBM Global Business Services, were featured in an article on how digital is transforming operations – and operation’s backbone, supply chain – globally.

Click Here to read the entire article.
Looking to Make “A Healthier You” in 2016?

The first Caring for Caregivers webinar of 2016, entitled “A Healthier You,” will focus on how to create a personal plan to improve your overall health in the areas of nutrition, physical fitness and mental health.

The on-demand webinar is scheduled for Tuesday, Jan. 19. Click Here for more information on how to register.

Performance Management System Now Open

It’s that time of year once again. The Performance Management System is open for 2016 Annual Performance Reviews and Individual Development Plan submission.

Remember, you can update your 2016 goals and achievements online throughout the year.

More Information on the New Drug Testing Program

One of the most frequently asked questions about the new Expanded Drug Testing program is, How will a caregiver be notified that he/she is to report for a randomized urine drug test?

In most cases, managers will receive an email from a new and secure email address, Drug-TestingProgram@ccf.org, informing them that an employee has been randomly selected to report for testing.

Learn more about what information will be in the email and the prompt actions that managers and employees should take on the Occupational Health website’s dedicated resource page for the drug testing program.

Make Sure to Re-register Your Healthy Choice Activity Device

If you are using an activity monitoring device for the Healthy Choice program and it was linked to the former Shape Up & Go! platform, you will need to re-register the device on the new Healthy Choice Portal and link it there.

The new Healthy Choice portal will allow you to track your status, health goals and physical activity.

Click Here for more information on the Healthy Choice Program and how to register your device.

Looking for more information on what’s going on in Operations? Did you miss a newsletter? Visit us on the Intranet at: portals.ccf.org/oss

CELEBRATING SUCCESS:
New Valet Services Model Drives Success in Short Time

The Patient Experience is one of the most important deliverables we have at Cleveland Clinic. When main circle congestion began to be problematic, a number of stakeholders from Operations, as well as Cleveland Clinic Continuous Improvement experts, met to solve the problem.

In June 2015, a new pilot was rolled out at the Miller Building. The circle was re-mapped, and two traffic supervisors were put in place, in addition to daily huddles happening to address challenges in real time.

The results have been impressive to say the least. In six months since the program was launched, wait times at the Miller Building have dropped below 10 minutes, an improvement of nearly 44 percent from the previous wait times of 18 minutes. This improvement came as volume rose above 700 retrievals/day.

The program was so successful, it was implemented at the Crile Building and the Taussig Cancer Institute.

At Crile, retrieval times have been reduced by nearly half, with patients and visitors waiting only 7 minutes (down from 12-15 minutes) in just two months. At Taussig, there has been a 3-5 minute reduction as the program was just recently implemented.

For its hard work, this team was honored with a Team Excellence Award in December. Keep up the good work!
Be a Defensive Walker & Prevent Falls this Winter

With winter finally making an appearance in Northeast Ohio, Environmental Health and Safety wants patients, visitors and caregivers alike to become “defensive walkers” to prevent falls.

There are several ways you can prevent falls during the winter months:
• Assume all wet, dark areas on the pavement are black ice.
• Wear appropriate footwear while walking outside.
• Avoid using cell phones when walking.
• Don’t take short cuts! Stay on the plowed path.
• Stay clear of employees who are plowing.
• If walking by construction areas, be on the lookout for debris.
• Take slow, short steps with your feet pointed slightly outward.
• Always use handrails!

If you notice any hazardous conditions, please report them to Service eXPress at 216.444.2754.

How Would You Like to Win a 2016 Chevy Malibu?

During the 2015 United Way Campaign, Cleveland Clinic caregivers made contributions which helped to provide families in our communities with services when they need them most — everything from nutritious meals, clothing and financial and educational assistance.

To help continue the momentum of the United Way Campaign and its impact in the community, CC is hosting the 2016 United Way Car Raffle for a chance to win a 2016 Chevy Malibu.

Ticket sales begin on Monday, Jan. 11 and end at 6 p.m. on Monday, Feb. 8, with the drawing set for Friday, Feb. 12. Raffle tickets are 1 for $20, 3 for $50 or 8 for $100.

Click Here for more information on rules, how to purchase tickets and more.

Ron Munday Retires After Long Career

It has been 41 years since Ron Munday walked through the doors of Cleveland Clinic for the first time as a caregiver. On January 8, Ron clocked out for the last time at the Clinic.

Ron (seated in the photo below) has been a mentor to many of the caregivers on the Facilities Maintenance team and has even been called a “walking encyclopedia” when it comes to diagnosing problems and taking the appropriate steps to correct them. He most-recently served as a Shop Supervisor.

Ron is a Vietnam veteran, serving as a “tunnel rat” (clearing enemy tunnels as an elite specialist with dog, knife, sidearm, and flashlight).

Please join us all in congratulating Ron on his much-deserved retirement at his 1860’s farm house in Orwell, Ohio.

Gay Wilson Embraces “Patients First” Mantra

While we celebrate the end of one long career, another caregiver is off to a stellar start in her career.

Gay Wilson has only been at Cleveland Clinic for three-plus months as a member of the Environmental Services team, but she has already embraced the “Patients First” mantra.

Gay, a Cleveland native and Cleveland Glenville High School graduate, brings a friendly personality to the Clinic. Her personal philosophy is to interact with everyone she sees, from patients to visitors to caregivers.

It’s these interactions that grabbed the attention of Dr. Brian Donley, Chief of Staff at Cleveland Clinic. Dr. Donley, on a number of occasions, witnessed Gay go above and beyond to engage and assist patients and their families.
January Events

AT TABLE 45 RESTAURANT AND BAR AT THE INTERCONTINENTAL CLEVELAND

National Soup Month
Chef Donna has her ladies ready! Escape the freeze and join us every Monday in January for a delicious and warming bowl of soup. Have a best-loved soup? Talk to our managers about our famous Chef's Table, where you can watch our chef prepare your favorites while sitting in the kitchen.

Indulge before your Diet • January 1st - 7th
A new year, a new you? Before you start that new year's diet, visit Table 45 for a Coconut Lime Martini paired with a delectable, Warm Chocolate Lava Cake for $14. Just ask our bartenders for the indulgent special!

Zak Braceil Restaurant Week
January 10th - February 4th
During Zak Braceil Restaurant Week, join us at Table 45 for 3 courses including unique appetizers, entrees and desserts for just $35!

National Nothing Day • January 16th
Join Table 45 for this “un-event” day for Happy Hour, Lunch, Dinner, and Late Night. After the hectic holidays, relax with us as we celebrate absolutely nothing.

Spanish Wine Dinner • January 22nd
“Cerveas con nosotros” or Dine with us - for a special night in Spain! Our wine expert from Cutting Edge, Rich Lewitz, will be on-hand to explain the wine pairings. Guests will enjoy five courses of wine selected with care by manager Margaret Gilgannon and paired beautifully with the food creations of our Chef de Cuisine, Donna Christie. This popular wine series sells out quickly, so make your reservations by calling 216-707-4149 $80 per person, plus tax and gratuity.

Fun at Work Day • January 28th
After your fun day at work, extend the revelry at Table 45 with refreshing Margarita pitchers for $12 from 4pm to 6pm. Sip those drinks and put on a grin!

INTERCONTINENTAL
HOTELS & RESORTS
LUNCH & DINNER HOURS
Monday - Friday 11:00 am - 11:00 pm | Saturday - Sunday 3:00 pm - 11:00 pm
216.707.4045 | inter45.com | hotelsclevelandclinic.com
9801 Carnegie Avenue, Cleveland, Ohio 44106

January Events

AT C2 RESTAURANT AT THE INTERCONTINENTAL SUITES HOTEL CLEVELAND

Egg-ceptional Month
C2 is scrambling up delicious egg-themed specials for National Egg Month! Join us for breakfast, lunch or dinner and enjoy our egg-ceptional creations!

New Year’s Resolution Week
January 1st - January 10th
Partner with C2 and start your New Year off right! We are offering a health-themed pre-fixed menu that will be sure to rejuvenate and restore your wholesome eating habits.

Support our Cleveland Cavaliers Month
Whether you’re stopping at C2 before heading to The Q or watching the game with us, show your home team pride with a game ticket or Cavaliers attire and receive 10% off in the bar or restaurant during any home or away game. Ask our concierge or restaurant managers for a Cavs schedule, so you don’t miss a thing. Go, Cavs!

Winter Warmer Week
January 21st - January 25th
Escape Winter’s icy grasp and warm up to a classic cocktail in the bar or recipes reminiscent of homemade delights all month at C2.

Fun AFTER work Day
January 28th is “Fun at Work Day”. After your day at work, keep the fun rolling at C2 with complimentary appetizers and exciting drink specials!

INTERCONTINENTAL
SUITES HOTEL CLEVELAND
CALL FOR RESERVATIONS: 216.707.4034
OPEN DAILY: 6:30 am - 11:00 pm | BAR HOURS: 11:00 am - 11:00 pm Daily
VISIT US ONLINE AT: c2restaurant.com or hotelsclevelandclinic.com
9801 Euclid Avenue, Cleveland, Ohio 44106

January 2016 | 10