

COVID-19 Response:

Resilient Integrated Network Protects Patients, Employees & Community



Throughout the COVID-19 pandemic, Sutter Health has used the full breadth of our integrated system to help meet the needs of clinicians, staff and patients across Northern California. From investing in testing solutions at COVID-19's onset, adapting swiftly to treat patients during the largest statewide surges and now, scaling to provide equitable access to vaccines — the resiliency of Sutter's network stood up to each distinct phase of the pandemic, helping to protect the communities we serve.



Activated 24/7

Emergency Management Team

Quickly activated Sutter Health's 24/7 emergency management team and incident command center and tapped in directly with national, state and local leaders to coordinate regional response and care.



Reduced Length of Stay— Got Patients Healthier, Faster

Reduced hospital length of stay for COVID-19 patients from an average of 20 days at the start of the pandemic to just 8 days by the end of 2020.



Increased Care Capacity

Prepared to convert existing space to increase our system's critical care capacity by 200–300% and moved patients across the integrated network to care environments best suited to their needs.



Expanded Telehealth

Rapidly increased access to telehealth services across our system—providing over 1 million visits in 2020—a 15,370% increase in volume from 2019.

SUTTER SNAPSHOT

- Not-For-Profit
- Three Million Patients
- Large Vulnerable Populations
- 22 Counties
- Demographically Diverse Region



Launched Vaccination System

Launched a scalable vaccine infrastructure across Sutter's 22-county system—providing more than 700,000 vaccinations*.



Scaled Up Remote Intensive Care

Increased capacity of electronic ICU (eICU) system by 200-300% to care for ICU patients in overflow areas—successfully managing COVID-19 and other ICU patients.



Secured Protective Supplies

Acquired more than 35 million pieces of critical PPE, including masks, isolation gowns and face shields.



Created Internal Testing Capacity

Created in-house testing solution with the capacity to test thousands of patients per day during surges with less than a 2-hour turn-around time for some of the sickest patients.



Nurse Hotline

Activated and specially trained 1,000 nurses to support a new COVID-19 hotline, giving patients a way to determine the right level of care from the convenience of their homes.



Cared for Out-of-Area Patients

Accepted transfers and cared for the critically ill when hospitals in other parts of the state became overwhelmed with COVID-19 patients.

*As of May 2021

Helping to Provide Ongoing Access & Quality Care

The unique connectivity provided by our integrated network allowed Sutter to expand existing investments and launch new programs to respond to evolving patient and provider needs over the course of the COVID-19 pandemic.

Driving Leadership on Core Issues



Addressing Health Equity

Recognizing the disproportionate impact the pandemic has had on communities of color, Sutter's Health Equity team quickly pivoted to analyze and address this emerging issue. Our findings contributed to the national conversation on disparities in COVID-19, revealed critical trends and led to collaboration with and support of community-based programs that expanded testing and contact tracing for the most vulnerable.

- Conducted 9 COVID-19-specific research projects in the last year alone
- Identified that Black COVID-19 patients are 2.7 times more likely to be hospitalized—then partnered with local organizations to increase outreach and provide testing to Black Californians in the communities in which we operate
- Launched a study to help shed light on the prevalence of COVID-19 in pregnant people that aimed to understand whether or how COVID-19 exposure during pregnancy differed by race or ethnicity



Providing Testing Solution

Sutter Health's laboratory services team provided its own in-house testing capability to offset statewide shortages—scaling to test thousands of patients per day during surges and ultimately providing 700,000 tests in 2020.



Partnering in Crucial Research

During the first year of the pandemic, Sutter Health conducted and partnered on more than 10 research projects that helped usher in the approval of convenient all-in-one tests, investigated cutting-edge treatments, provided patients access to a promising vaccine clinical trial and explored the pandemic's impact on mental health.



Serving the Underserved

Coordinated with the Governor's Office of Emergency Services to safely move and care for some of the most at-risk patient populations, including both farm workers in the Imperial Valley and inmates from San Quentin State Prison.

Implementing a Phased Recovery



Launched Systemwide Vaccination Infrastructure

As we build toward recovery, Sutter Health is focused on helping Californians—especially populations most impacted by the pandemic—have access to vaccines. To inoculate as many patients as quickly as possible, Sutter proactively prepared by deploying a scalable vaccine infrastructure that has provided more than **700,000** shots to patients*.



Scaling Telehealth for the Long Term

Video visits became a crucial tool during the pandemic, providing convenient, safe and seamless care—especially for hard-to-reach patients. Compelled by the COVID-19 crisis, in just six weeks Sutter Health executed a robust telehealth expansion that was originally planned for 2021. Now, virtual care has become an important touchstone for our patients.

Telehealth Stats:

- **5,000** clinicians trained
- **1,000,000 +** video visits in 2020
- **96%** of patients reporting a positive experience