

COVID-19 Response:

Resilient Integrated Network Protects Patients, Employees & Community



When COVID-19 hit, Sutter Health deployed a coordinated response across our integrated network to quickly adapt “normal” operations to meet the needs of clinicians, staff and patients. Using the full breadth of our system, we were able to secure necessary patient and employee protective equipment, prepare plans to help safely care for a surge of COVID-19 patients and at the same time keep critically important health services available to communities throughout Northern California.



Activated 24/7 Emergency Response Team

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



Reallocated Resources

Deployed resources, including personal protective equipment (PPE), ventilators and beds, to where they were needed most.



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 – from an average of 20 video visits per day to a peak of 7,000 video visits a day.

SUTTER SNAPSHOT

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



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.



Monitored Remotely

Redeployed staff and doubled the capacity of electronic intensive care units (eICUs) helping ensure patients, no matter in which community their hospital is located, can have 24/7 access to an expert team specially trained in ICU care.



Secured Protective Supplies

Acquired millions of PPE, including masks, isolation gowns and face shields, from conventional and novel sources, including private sector donations and actively sourcing new suppliers.



Created Patient Cohorts

Grouped and treated COVID-19 patients in dedicated areas to reduce risk of spread within hospitals and other care sites.



Reduced Risk

Canceled or temporarily postponed elective surgeries in the spring until it was safe to broaden services, expanding in-patient capacity by 40% in preparation for a surge.



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.

Helping to Ensure Ongoing Access & Quality Care

The resiliency of Sutter Health’s integrated system allows us to tap into and expand existing investments in key programs to respond to evolving patient needs throughout the pandemic – beyond the initial surge.

Driving Leadership on Core Issues



Addressing Health Equity

Sutter’s Health Equity team conducted equity analyses early in the pandemic, revealing **Black COVID-19 patients are 2.7x more likely to be hospitalized**—in response Sutter Health’s integrated network is driving outreach and education in at-risk communities.



Developing Testing Solutions

Sutter Health’s laboratory services team developed its own in-house testing and continues to gradually increase capacity while managing through national shortages in testing supplies.



Serving the Underserved

Sutter Health coordinated with the Governor’s Office of Emergency Services to safely move and care for COVID-19 farm workers and prisoners from California’s impacted Imperial Valley and San Quentin State Prison.



Partnering in Crucial Research

Sutter Health partnered with public and private organizations, including Gilead Sciences and the Mayo Clinic, to participate in clinical trials testing new, investigational treatments for COVID-19.

Implementing a Phased Recovery



Protecting Sutter’s Community & Visitors

Recognizing that some in-person care cannot and should not wait, we worked to adapt Sutter’s protocols and facilities:

- Physical distancing
- Contactless patient check-in apps
- Limiting visitors
- Universal masking
- Symptom checks
- Remote work policies



Scaling Telehealth for the Long Term

Video visits became a crucial tool during shelter-in-place, providing convenient, accessible and seamless care—especially for patients who are hard to reach.

Telehealth Stats

- 5,000 clinicians trained
- 650,000+ video visits as of August 31
- High Patient Satisfaction

Getting Patients Home Faster

As the pandemic continues, Sutter Health is using the full breadth of our integrated network to develop targeted solutions.

This work has helped reduce the length of stay for COVID patients from **an**

average of 20 days at the start of the pandemic to just **8 days** today, and

helped minimize the need for ventilator use in COVID-positive patients by utilizing other therapies.

While our work continues, this progress illustrates how our integrated network is delivering high-quality care that gets patients home faster – improving health outcomes and saving costs.