

Sutter's integrated network of facilities and clinicians provides high quality care that results in better patient health outcomes. The majority of our hospitals and care centers outperform state and national averages in nearly every measure of healthcare quality – ultimately helping patients get healthier faster and lowering the total cost of care.



## RANKED AS DELIVERING HIGH QUALITY CARE

### TOP NATIONAL SYSTEM:

IBM Watson Health recognized Sutter Health as being among the top-performing, 26 large health systems in the U.S. in 2021. This recognition considers:

- ✓ Superior performance on quality
- ✓ Patient satisfaction
- ✓ Cost per episode of illness
- ✓ Operational efficiency

**CMS STAR RATINGS:** A national leader in healthcare quality, Sutter hospitals earn an average of 3.76 out of 5 stars from the Centers for Medicaid and Medicare Services, above the national average of 3 stars. Seven Sutter hospital campuses received 5-star ratings and an additional four hospital campuses received 4 stars. The ratings consider:

- ✓ Patient experience
- ✓ Safety
- ✓ Readmission rates
- ✓ Mortality

### U.S. NEWS BEST HOSPITALS:

U.S. News & World Report recognized 15 Sutter hospital campuses for providing high quality healthcare in its 2021-22 Best Hospitals list. Two Sutter hospitals also ranked among the top 50 and 100 in California. These annual ratings consider:

- ✓ Quality care
- ✓ Patient experience and patient outcomes
- ✓ Caring for the sickest, most medically complex patients

## RECOGNIZED FOR TREATMENT OF KEY CONDITIONS & PATIENT POPULATIONS



**CARDIOLOGY:** 20 Sutter hospitals received recognition from the American Heart Association for participating in the AHA's Get with the Guidelines® program.

**MATERNAL CARE:** 17 Sutter hospitals earned a place on the 2020 Maternity Care Honor Roll from Cal Hospital Compare, a multi-stakeholder, statewide reporting initiative that rates hospitals based on clinical quality, patient experience and patient safety to help healthcare consumers make informed choices.



**STROKE CARE:** Sutter Medical Center, Sacramento is designated an Advanced Comprehensive Stroke Center by The Joint Commission and American Stroke Association. 11 other Sutter hospitals received recognition from the American Stroke Association for providing a high level of stroke care.



**MEDICARE PATIENTS:** 6 Sutter-affiliated physician groups have achieved a 4.5 star rating from the Integrated Healthcare Association for Sutter's care of Medicare Advantage patients – demonstrating excellent ratings across 13 clinical quality measures.



**6 OUT OF 6**

Commitment to continuous improvement has put us ahead of other California and nationwide hospitals on 6 out of 6 clinical quality measures.



## HIGHER QUALITY CARE = HIGHER QUALITY HEALTH OUTCOMES

The unique connectivity of Sutter's system allows us to spread best practices, efficiencies and innovations across our network — directly resulting in enhanced healthcare.



### CANCER CARE:

Sutter's 13 Comprehensive Cancer Centers and 25 infusion locations are accredited by the Commission on Cancer — indicating high performance in cancer screening for breast, cervical and colorectal cancers and placing these facilities **in the top 10% of hospitals in California and nationwide for early detection** that is key to treatment.



### COVID-19:

Sutter reduced hospital length of stay for COVID-19 patients from 20 days at the start of the pandemic to 8 days by the end of 2020.



### SEPSIS PROTOCOL:

By implementing a systemwide sepsis protocol, Sutter annually decreased the mortality rates for patients diagnosed with sepsis or septic shock during the past five years prior to the COVID-19 pandemic.



### C-SECTION RATES:

Among the lowest in California and nationally (21.2%) for low-risk, first-time moms with normal pregnancies across all race/ethnic groups.



### MATERNAL DATA CENTER EARLY IMPLEMENTER AWARD:

Only California health system to win an award recognizing outstanding achievement in 2020.

## POSITIVE PATIENT AND CLINICAL EXPERIENCE

Sutter's integrated network cares for more than 3 million lives. Each year, we have nearly 2 million outpatient visits to our 24 hospitals and more than 9 million visits to our clinics. This means we see patients at every stage of health and match them with the right level of care to help deliver the best possible health outcomes.



## 2020 BY THE NUMBERS



27,493  
BIRTHS

7,717

PALLIATIVE  
CARE PATIENTS  
SERVED



1,000  
HEART  
BYPASSES

33

HEART  
TRANSPLANTS

685,841

SUTTER CARE  
AT-HOME HOME  
HEALTH VISITS

147

GROUNDBREAKING  
CLINICAL TRIALS  
AVAILABLE TO  
SUTTER PATIENTS



15,000

NEWLY DIAGNOSED  
CANCER PATIENTS  
TREATED

3,300

BREAST CANCER  
PATIENTS TREATED



691,176

EMERGENCY  
ROOM VISITS

## SUTTER RESEARCH: BRINGING DISCOVERIES TO LIFE

Researchers at Sutter work every day to deliver new solutions and advanced treatments to our patients. In 2020, Sutter invested more than **\$60 million** in research and development to help pioneer breakthroughs in healthcare delivery. These investments include offering our patients access to more than **150 clinical trials** to address a wide range of health concerns including COVID-19, stroke, cancer, Alzheimer's disease, multiple sclerosis and more.



COVID-19



ALZHEIMER'S



CARDIOVASCULAR  
DISEASE



BREAST CANCER



DIABETES

## DESIGNING INNOVATIVE CARE MODELS

The reach and resources of Sutter's integrated network enable us to invest in innovations and pilot programs that fuel advancements in patient care.

**FAST COMPANY**

Recently Recognized as Implementing  
One of Fast Company's 2021  
World-Changing Ideas

### PROGRAMS SNAPSHOT:

**SCALING TELEHEALTH FOR THE LONG TERM:** In 2020, Sutter rapidly expanded telehealth — scaling to train more than 5,000 clinicians and serve 1 million+ patients.

- Based on recent survey data, 96% of patients report a positive experience.

**DESIGNING INTERVENTIONS TO ADVANCE HEALTH EQUITY:** The health equity team developed an asthma program to address the needs of Black patients who sought care through the Emergency Department. The culturally competent initiative provides patients with group classes, home and virtual visits and medication management support.

- Since its launch, **nearly 600 Black patients suffering from asthma have participated in the program with very few returning to the ER after joining the program.**

**LAUNCHING SCOUT BY SUTTER HEALTH:** A new non-clinical, virtual program, Scout combines human and digital components to support youth ages 12 to 26 years old who experience anxiety or depression.

- More than 700 youth and caregivers served in the first year.
- In a 2021 survey of 127 participants, 95% of users found Scout content meaningful, and after 12 weeks, youth reported a **20% improvement in self-perception of mental health.**

## THE SUTTER PATIENT EXPERIENCE

2020 represented a challenging year on many levels, but Sutter's frontline staff and clinicians continued to be there for our patients — delivering quality care and providing a positive patient experience.

**>99%**

of patients rated their experience with Sutter Health's COVID-19 vaccine clinics as "good" or "very good"

**87%**

of outpatient ambulatory surgery patients would recommend Sutter

**86%**

of patients who visited a physician in-office would recommend Sutter

**82%**

of behavioral health patients would recommend Sutter