



Beyond Telehealth: The Future of Health is Digital

We must build on the tremendous momentum of telehealth to accelerate innovation and think beyond our preconceived boundaries to further personalize care and improve access and health outcomes for the diverse communities we serve across our integrated network. As we look ahead to new care models, we're advancing our digital capabilities in a way where in-person and digitally-enabled care are seamlessly integrated to create better experiences for patients and clinicians.



Rapid Expansion of Telehealth Paving the Way to Smarter Healthcare

Compelled by the pandemic, in 2020 Sutter rapidly expanded telehealth — scaling to train more than 5,000 clinicians across primary and specialty care and completing 1 million+ video visits to serve patients. This dramatic rise in virtual care capabilities and the removal of traditional regulatory hurdles has revealed many healthcare benefits for patients.



Access & Equity

Opening doors to healthcare in underserved communities.



Quality & Continuity

Integrated care that is more personalized and seamless.



Affordability

Increased access to critical services to improve health and lower the overall cost of care.



Digital care transcends walls, which is part of the beauty and the value. It's really about creating an enhanced care experience — for the patient and the provider — where the settings are limitless.

Albert Chan, M.D., Chief of Digital Health, Sutter Health



Innovating Continuous Care Models

Through strategic technology partnerships and advancements in remote patient monitoring, virtual consults and digital therapeutics, we are expanding our reach and capabilities to help improve health outcomes across the care continuum.

Meeting Patients Where They Are

Tera combines a personalized, virtual first approach to primary care with the use of powerful data insights and strategic technology partnerships to offer patients high-quality healthcare that is convenient and highly customizable for their specific needs.



4.9 out of 5 Stars

Patient surveys show high satisfaction with the program and indicate they would recommend it to others.

23% in Savings

Early results of the Tera model indicate a risk adjusted 23% total cost of care savings.*

**2020 internal analysis estimating the reduction in annual costs per patient enrolled in Tera Practice as compared to patients with Sutter's standard primary care.*

“Tera allows us to go to a patient’s environment versus them coming to ours. This allows for a broader understanding of what’s happening in their environment to provide a care plan more tailored to the challenges of the patient.”

Chris Waugh, Chief Innovation Officer, Sutter Health



Monitoring Wellness

Our integration with HealthKit empowers patients to easily and securely share their health data from the Apple Health app, including vitals, sleep patterns and blood sugar levels. This pilot program allows us to proactively monitor meaningful insights and better personalize care to fit a patient’s health needs and goals.

Seamless Care Coordination

Our Sutter Specialty Network live chat support services provide convenient access to personalized referral resources and help guide patients to the right appointment with the right provider for treatment of specialized or complex medical conditions.

eICU

Live interactive video, remote diagnostic tools and other specialized technologies give ICU patients in small and rural hospitals 24/7 access to a team of medical specialists that remotely monitors and assesses critical changes in their condition from hundreds of miles away.

Advance Care Planning Reimagined

Our collaboration with WiserCare provides patients and families with an integrated online suite of tools that help simplify advance care planning and make future care wishes and goals digitally accessible for clinicians, patients and their designated caregivers.

Expanding Behavioral Health Offerings

Virtual care has opened up a whole new set of options for providing mental health and addiction support — particularly for patients in rural areas who face geographic isolation and provider shortages. Case in point, since April 2020, 90% of outpatient behavioral health visits shifted to virtual care and no-show rates have decreased to 5% — down from 15-25%. We've also seen significant expansion of telepsychiatry services with nearly 5,500 consults completed across 16 Sutter hospitals between January and September 2021, reflecting a 45% increase from 2020.



We continue to reimagine mental health and addiction care with programs like **Scout by Sutter Health™**, a new digital program that builds everyday resilience for youth ages 12 to 26 years old who experience anxiety or depression, and supports their caregivers.

1,075+

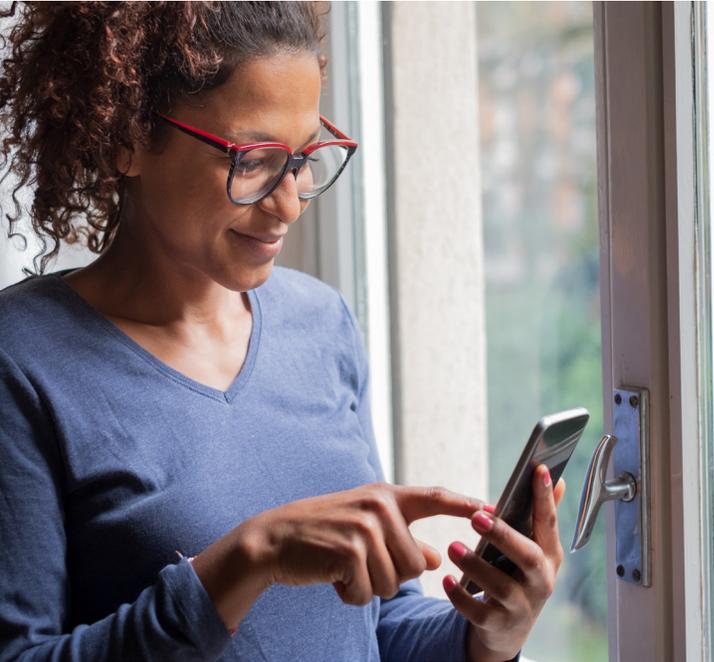
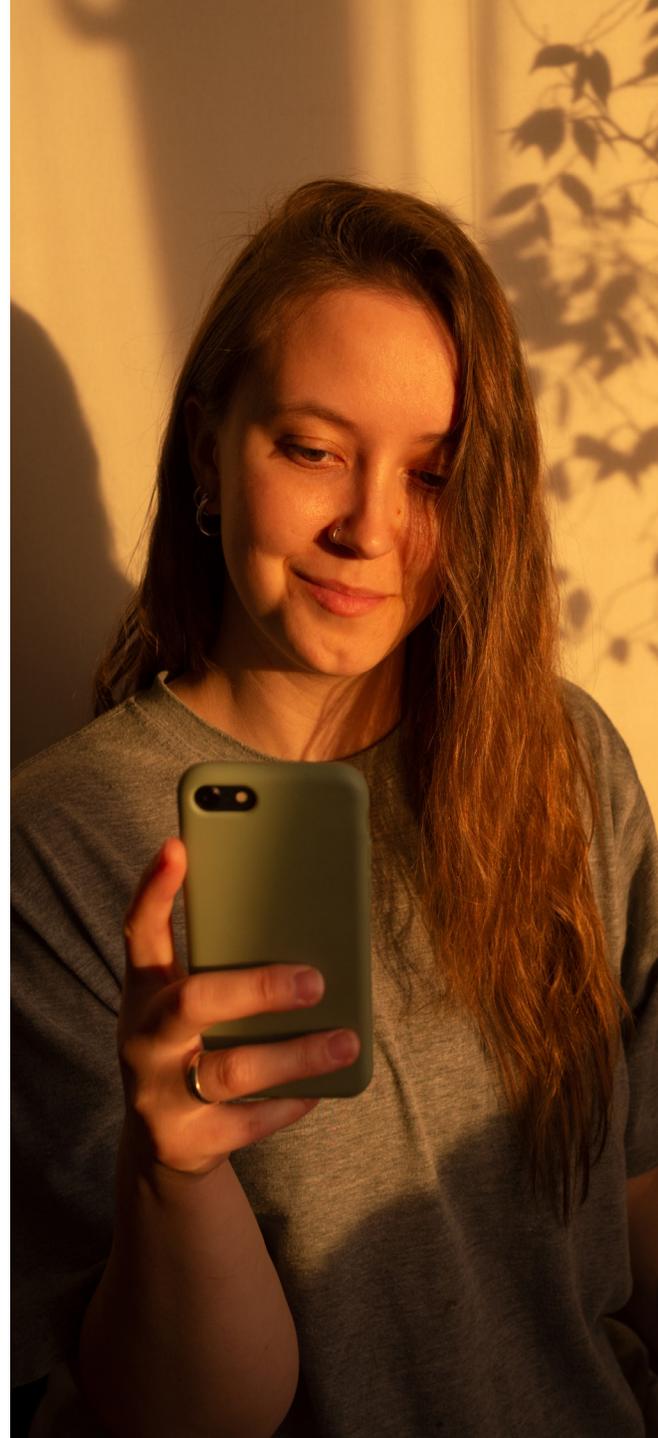
Number of youth and caregivers referred in the first year.

4 Star Rating

Users give 4 out of 5 stars in satisfaction with Scout.

40%

Increase in reported sense of resilience by youth.



Advancing Health Equity

Working with Sutter's Institute for Advancing Health Equity, we are using dynamic population health data to help address disparities in care and design virtual care interventions that can help lower barriers to care and increase access to critical services.

Sutter's COVID-19 Vaccine Equity Index (CVEI) reveals vaccination gaps among vulnerable populations and determines a target vaccination rate for each patient population to offset the virus's disproportionate impact on them and achieve equitable outcomes. This insight informs community vaccination and outreach efforts to address and close the identified equity gaps, including texting at-risk Sutter patients to encourage vaccination.

Boosting Patient and Family Engagement

Sutter is designing integrated digital self-service solutions to help patients better manage their health and support them at every major touchpoint of the care journey:

6+ Million

Sutter's My Health Online portal logins per month.*

800,000+

Unique users per month for Sutter's My Health Online patient portal.*

14-22 Days

Our digital waitlist allows people to see a physician 14 days earlier on average for primary care and 22 days earlier for specialty care appointments.

60 Percent

Our virtual, AI-powered symptom checker is used 60% of the time after normal business hours to help people make informed decisions about next steps for care. This saves patients time and avoids unnecessary costs.

80 Percent

80% of surveyed patients who used our digital cost estimator tool noted understanding the cost of a procedure in advance improved overall care experience with two-thirds of survey participants also citing that it helped them better plan for their care.

**As of June 2021*

Making This Possible

To protect and expand healthcare innovations that have benefited patients, legislative and regulatory policies must keep pace with today's digital health reality. We encourage policymakers and regulators to make permanent the policy changes that were initiated during the public health emergency. By working together for patients and the communities we serve, we can retain virtual care as a lasting component of the healthcare continuum.

