

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 and operational efficiency.

CMS STAR RATINGS:

Sutter hospitals earn an average of 3.76 out of 5 stars from the Centers for Medicare and Medicaid 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.

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.

EXCELLENCE IN CARE:

In 2019 & 2020, the Integrated Healthcare Association awarded Sutter Medical Foundation – Sutter Medical Group the "Excellence in Healthcare" award, demonstrating performance that ranks in the top 50% for clinical quality, patient experience and cost for their commercial HMO population.

RECOGNIZED FOR TREATMENT OF KEY CONDITIONS & PATIENT POPULATIONS



CARDIOLOGY:

21 Sutter hospitals received recognition from the American

Heart Association for participating in the AHA's Get with the Guidelines® program.

STROKE

CARE: Sutter Medical Center, Sacramento is designated an Advanced Comprehensive Stroke Center by The Joint Commission and American Stroke Association. 16 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.



MATERNAL CARE:

14 Sutter hospitals earned a place on the 2021 Maternity Care Honor Roll from Cal Hospital Compare, a multi-stakeholder, statewide reporting initiative that rates hospitals for meeting or surpassing the statewide target aimed at reducing C-sections for first-time mothers with low-risk pregnancies.



DIABETES CARE: 14 Sutter hospital campuses included on both the American Stroke Association's (ASA) Type 2 Diabetes Honor Roll & the ASA's Get with the Guidelines program.



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

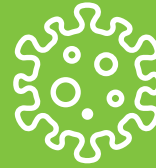


691,176

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