

# Better Health Through High Quality, Equitable & Safe Care

Physicians and caregivers at Sutter Health deliver high quality, equitable and safe care to more than 3 million patients across Northern California. We are dedicated to enhancing access to care and improving outcomes for the patients and diverse communities we serve.



## Nationally Recognized for Delivering High Quality Care



### America's Best Hospitals

Healthgrades recognized nine Sutter hospitals as America's Best Hospitals for 2023, based on clinical outcomes, patient safety and patient experience. Three Sutter hospitals placed among the top 50 in America for overall clinical quality. Additionally, four Sutter hospitals earned Healthgrades' Patient Safety Excellence recognition for 2023. This honor reflects the commitment by Sutter care teams to put patient safety first.



### CMS Star Ratings

Sutter hospitals earned an average of 3.71 out of 5 stars from the Centers for Medicare and Medicaid Services, above the national average of 3 stars, in 2022. Seven Sutter hospitals earned five stars, reflecting Sutter's aim to provide excellence in care.



### Best in Quality and Patient Experience

In 2022, the California Office of the Patient Advocate named several of Sutter's physician organizations as performing among California's best in quality and patient experience for commercial HMO patients. OPA also recognized Mills-Peninsula Division/Mills-Peninsula Medical Group as California's only physician organization to receive a 5-star "Quality of Medical Care" rating.



### High Performing Care

U.S. News & World Report named 13 Sutter hospitals as 2022 High Performing hospitals in several areas, including nine for stroke care. In addition, Sutter Medical Center, Sacramento was named one of the best hospitals in California.

## Quality Programs Transforming Care

Sutter's doctors and specialists receive continuous training on the most advanced medical technologies and treatments—helping meet our patients' unique needs at every step of their health journey.



### Stroke Care

**16 Sutter hospital campuses** earned a *Get With the Guidelines* award from the American Stroke Association in 2022 for providing high-quality stroke care.



### Cancer Care

Recognized as **one of the top 2023 Cancer Programs** of Excellence by Becker's Hospital Review.



### Maternal Care

Cal Hospital Compare named **11 Sutter hospitals to its 2022 Maternity Care Honor Roll**. Sutter's C-section rates are among the lowest in California and nationally (21.8%) for low-risk, first-time moms with normal pregnancies across all race/ethnic groups.

## Champions of Health Equity and Innovation

Our integrated health system invests in innovations and programs to fuel advancements in patient care and help us drive better health outcomes for all the diverse communities we serve.



### Stamping Out Inequities in Clinical Care Delivery

In a 2022 study, researchers with Sutter's Institute for Advancing Health Equity linked bias in pulse oximeter medical devices used to measure blood oxygen levels with a potential 4.5-hour delay in treatment for Black patients with COVID-19.

Our health equity team collaborates with the UCSF Open Oximetry project and other community providers to **empower and educate patients and their care teams** in better interpreting these device readings.



### Digital Advancements Empower Patients and Improve Outcomes

Sutter's user-friendly digital solutions provide personalized and convenient care, so patients stay connected to their provider teams and can better manage their health.

- **More than 850,000 patients** access Sutter's My Health Online portal each month
- Digital health alerts remind patients of important screenings, tests and checkups – helping drive a **33% improvement** in test completion rates for diagnosing and managing diabetes
- **80%** of outpatient behavioral health visits are now virtual, greatly improving access



### Virtual Care Milestone for Our Sickest Patients

In 2023, Sutter celebrates **20 years** of bringing safe, high-quality electronic ICU care to Northern California communities.

- Reduces severity-adjusted hospital mortality for ICU patients by **27%**
- Shortens ICU stays by **17%**
- Helped cut COVID-19 treatment times **in half**
- Served **25,000** patients annually between 2018-2022



## The Sutter Patient Experience

Sutter's doctors, nurses and staff take time to listen and answer our patients' questions, while delivering on our mission to provide equitable, safe, compassionate and high-quality care.

**86%** Patients who visited a physician in-office would recommend Sutter

**87%** Patients who visited our walk-in clinics would recommend Sutter

**86%** Patients who had a video visit with a physician would recommend Sutter

**89%** Outpatient surgery patients would recommend Sutter

*\*Data from Jan. 1, 2022 – Dec. 20, 2022*

"The team put maximum effort into devising a treatment plan quickly—but it was so much more than treatment. Everyone really showed compassion, asking me how I was doing every day in radiation and pulling in others right away if anything needed attention."

**Brian Jeffs, Sutter Health patient**

