

Sutter VNA & Hospice



Facts at a Glance (2006)

Home Care Patients
Started on Care: 23,866
Home Care Visits: 226,093
Hospice Patients Started on Care: 3,110
Average Daily Hospice Census: 476
Employees: 1,191
Volunteers: 1200
Facility Payroll: \$57.7 million
Net Revenue: \$108.8 million
Community Benefits
Contribution: \$3.5 million
Licensed, Medicare Certified,
and JCAHO accredited

Counties Served

Alameda	San Francisco
Contra Costa	San Joaquin
El Dorado	San Mateo
Marin	Solano
Placer	Sonoma
Sacramento	Yolo

Sutter Visiting Nurse Association & Hospice (Sutter VNA & Hospice) one of the largest community-based, not-for-profit home health and hospice agencies in Northern California celebrated its 100th anniversary in 2006. The services provided by Sutter VNA & Hospice visiting nurses and other health care professionals enable patients to recover, or live with illness, in the comfort of home surrounded by family. This organization is frequently referred to as a “hospital without walls” with an average daily census of 9,000 patients in Northern California. A physician admits a patient into service and oversees the medical care.

Sutter VNA & Hospice provides quality home health care and compassionate hospice care, home medical equipment and respiratory therapy, and home infusion therapy from local offices across 12 Northern California counties. The history of the agency dates back to 1906 when nurses volunteered to visit and care for those who were injured and displaced in the San Francisco earthquake and fire. Each Sutter VNA & Hospice local office has long-standing ties in the community it serves.

Sutter VNA & Hospice cares for people who are recovering from surgery or injury, patients with cancer, AIDS, diabetes, heart and lung diseases, fractures, wounds, and strokes, as well as those who are frail elderly, chronically ill or disabled, and patients with life limiting illnesses. Frequently, patients who are discharged from the acute care hospital benefit from added professional care within their home. The maternal and child program is key for direct health care as well as for education

Local Offices ~

Emeryville • San Leandro • Concord • San Francisco • San Mateo • Marin (Sutter VNA) • Santa Rosa • Sacramento (Sutter VNA & Sutter Hospice) • Roseville

Honors and Distinctions ~

- The Roseville branch of Sutter VNA & Hospice was awarded the 2005 Rising Star Vision Award by Outcome Concept Systems for Excellence in Pain Management.
- Sutter VNA & Hospice, Tracy, received the prestigious 2004 Press Ganey Compass Award for outstanding performance improvement in patient satisfaction, among home health agencies across the country.
- Sutter Health is one of the top 20 health care systems nationwide operating home health agencies. Sutter VNA & Hospice is the largest Sutter Health affiliate providing home health and hospice care, and in 2004 providing home-based services to more than 25,000 patients in Northern California.

Services

Skilled Nurses
Rehabilitation Therapists: Physical Therapy, Speech Therapy and Occupational Therapy
Medical Social Workers
Registered Dieticians
Home Infusion Therapy
Home Medical Equipment
Home Respiratory Therapy
Home Health Aides
Maternal/Infant Services
Hospice Care
Bereavement Counseling
Grief Support Groups
Community Education
Flu Shot Clinics
Health Monitoring Clinics

Sutter VNA & Hospice

Board of Directors ~

Mike Cohill • Robert Darling • Paul Faberman • Cheryl Phillips, MD • Marcia Reissig • Sharon Woo

Improving Facilities and Access ~

The Sutter Health network of physicians and not-for-profit hospitals will invest billions of dollars over ten years to rebuild, replace and expand much of Northern California's health care infrastructure.

Community Support ~

The Sutter VNA & Hospice Foundation exists solely to develop resources for Sutter VNA & Hospice. Funds raised go toward providing local home care and hospice for those who cannot pay, patient assistance, chaplaincy and bereavement programs, nurse retention and recruitment, patient care volunteer support, children's bereavement programs, and advocacy/education.



Sutter VNA & Hospice

A Sutter Health Affiliate

With You. For Life.

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Emeryville, CA 94608
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www.suttervnaandhospice.org

- The agency's innovative Advanced Illness Management (AIM) program, which helps bridge the health care gap for those patients too sick for traditional home care, but not enrolled in hospice care, was awarded two key grants to expand and add a research component to the AIM program.
- Sutter VNA & Hospice expanded its home infusion pharmacy service line by opening a second licensed pharmacy and sterile compounding facility so that patients may receive or self-administer infusion and IV drugs at home.
- The agency added Timberlake Home Medical Equipment and Respiratory Therapy to the organization.

Sampling of Community Partnerships/Events ~

In 2006, Sutter VNA & Hospice provided over \$3.5 million in support of charity care and various community programs and services, including the unpaid costs of home health and hospice services provided to patients.

- As a Visiting Nurse Association, Sutter VNA & Hospice was given priority by the Centers for Disease Control to administer flu vaccine to those at highest risk from the flu. The Sutter VNA & Hospice flu prevention program administered over 74,000 low-cost flu vaccinations in 2005.
- Sutter VNA & Hospice sponsored the 12th Annual Living With Grief Tele-conference, "Ethical Issues in Death and Dying," in Oakland and Santa Rosa.
- More than 2,500 community members attended Sutter VNA & Hospice's Lights of Life events in 2005, to celebrate the holidays, honor and remember loved ones, and help raise awareness about hospice care.
- The hospice program at Sutter VNA & Hospice, San Francisco, joined a collaborative effort with the Zen Hospice Project and Age Song Assisted Living to provide hospice services in a brand new residential care facility for the elderly that includes one floor dedicated solely to hospice services and patients.

Guiding Us in Our Mission ~

Sutter VNA & Hospice is governed by a board of trustees that lends its expertise, knowledge, and commitment to guide the agency towards its mission.

Advancing Patient Safety ~

Sutter VNA & Hospice and our Sutter Health network are raising the bar on patient safety. We are the first network on the West Coast to use early warning software as well as advanced video and electronic monitoring to allow physician specialists to keep an even closer eye on critically ill patients 24 hours a day, seven days a week. We continue to be a pioneer in using bar-coding and expert databases to track medication orders to help prevent errors. To further improve clinical outcomes, enhance patient safety and reduce the cost of high-quality care, Sutter Health also is investing \$450 million to deploy an electronic health record (EHR) system as well as \$1.2 billion in a broad range of patient safety initiatives over the next 10 years.

About Sutter Health ~

Sutter VNA & Hospice is part of the Sutter Health family of not-for-profit hospitals, physician organizations and other medical services that share resources and expertise to advance health care quality. Serving more than 100 communities in Northern California, Sutter Health is a regional leader in cardiac care, cancer treatment, orthopedics, obstetrics, and newborn intensive care, and is a pioneer in advanced patient safety technology. For more information, visit www.sutterhealth.org.