

# Year in Review

## Quality Care

### High Marks for High Performers

The Integrated Healthcare Association recognized nine physician groups within the Sutter Medical Network as “top performers” or “most improved” in the nation for providing excellent care. The “top performer” ratings reflect excellence in preventive care, chronic care management, patient satisfaction and use of information technology. Those recognized for their accomplishments include:

Physician Group	Category
Mills-Peninsula Medical Group	Top performer
Palo Alto Medical Foundation - Camino Region	Top performer
Palo Alto Medical Foundation - Palo Alto Region	Top performer
Palo Alto Medical Foundation - Santa Cruz Region	Top performer
Sutter Medical Foundation - Sutter Medical Group	Top performer
Sutter Medical Foundation - Sutter West Medical Group	Top performer
Sutter Regional Medical Foundation - Solano Regional Medical Group	Top performer
Sutter Gould Medical Foundation	Most improved
Sutter Medical Foundation North Bay	Most improved

*Ratings based on 2007 data.*

### The Best of the Best

Half of our hospitals placed in the top 11 percent nationwide, and one-third placed in the top 5 percent, based on core measures from the Centers for Medicare and Medicaid Services.

These measures included:

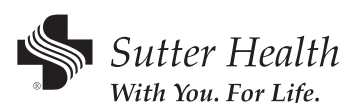
- Care and treatment for heart attack
- Heart failure
- Pneumonia
- Prevention of infections after surgery

In the critical area of reducing acute care hospitalizations, Sutter VNA & Hospice ranks in the top 10 percent nationwide.

### Safety First—Always

Sutter Health has established many safety initiatives to help protect patients from developing infections while hospitalized—and they are making a difference. Throughout our system, the number of ventilator-associated pneumonia cases and blood stream infections for patients with central venous catheters has dropped dramatically from the first quarter of 2008. By reducing these two infections, Sutter Health providers have saved at least 27 lives in one year’s time.

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**Investing in Excellence**

Our ongoing work to aggressively protect the health of hospitalized patients continues to make a difference—and get noticed. In 2006, we received a \$6.1 million, four-year patient safety grant from the Gordon and Betty Moore Foundation, and a matching \$8.8 million contribution from Sutter Health. Thanks to this funding, we’ve achieved the following through staff-led nursing councils:

- 73 percent reduction in ventilator-associated pneumonia at Alta Bates Summit Medical Center and Eden Medical Center/San Leandro Hospital
- 88 percent reduction in central-line infections at Marin General Hospital and California Pacific Medical Center
- 17 percent reduction for severe sepsis at Alta Bates Summit Medical Center, Eden Medical Center/ San Leandro Hospital, Marin General Hospital, Novato Community Hospital and Mills-Peninsula Health Services
- 53 percent reduction in the AMI (heart attack) death rate for all hospitals

**Collaboration Leads to Innovation**

We never stop trying to improve on ways to serve our patients—including looking to other industry leaders for fresh ideas and strategies. In 2008, a multi-disciplinary group of Sutter Health’s leaders—called the Blue Ribbon II team—visited some of the nation’s leading medical groups. The team’s mission: to observe and learn techniques to further improve the patient experience throughout our system. The team’s recommendations now guide our “best-practice” standards systemwide.

**Now That’s the Sutter Difference!**

Three Sutter-affiliated hospitals were singled out for their achievements in a national standards comparison. This recognition came from VHA, Inc., a national health care provider alliance of more than 2,400 not-for-profit health care organizations.

*VHA Leadership Awards Recipients:*

<b>Affiliate</b>	<b>Category</b>	<b>Award</b>
Novato Community Hospital	Clinical Excellence	Acute Myocardial Infarction
Sutter Auburn Faith Hospital	Clinical Excellence	Acute Myocardial Infarction Heart Failure Pneumonia
Sutter Tracy Community Hospital	Clinical Excellence	Heart Failure

**Staying a Leap Ahead When It Comes to Excellence**

Sutter-affiliated Alta Bates Summit Medical Center and California Pacific Medical Center placed among the nation’s “Top Hospitals” in The Leapfrog Group’s annual listing. Throughout California, only four acute-care facilities received this prestigious honor.

**Efficiency Leads to Better Quality**

The 2008 Dartmouth Atlas recognized provider organizations within the Sutter Health Sacramento Sierra Region for providing more efficient health care than other systems. Dartmouth declared Sutter’s delivery of efficient high-quality care a “national benchmark.” In their evaluation, Dartmouth leaders focused on care provided to patients during their last two years of life.

**Providing Vital Care for Critically Ill Patients**

A study by the California Hospital Assessment and Reporting Taskforce (CHART) evaluated mortality rates and patient satisfaction data for patients in intensive care units statewide. CHART concluded that Sutter Health performed significantly better than the California average in both categories. (at the 95 percent level)

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### **Superior Care—Straight From the Heart**

For the third time, Alta Bates Summit Medical Center's Summit campus achieved "better than expected" outcomes for heart bypass surgeries, as reported by the Office of Statewide Health Planning and Development. Only two other hospitals in California accomplished this impressive result.

### **Greater Knowledge Leads to Greater Patient Care**

California Pacific Medical Center opened its SimSurg Education Center. The center features a specially equipped laboratory for the research and development of innovative surgical skills and anesthesia techniques. In addition, the facility includes the nation's first high-definition operating room for simulations of critical-care cases and long-distance learning opportunities. It also offers nursing education.

## **Healthy Communities**

### **Looking Out for Those in Need**

Sutter Health awarded a \$300,000 grant to Operation Access to help expand surgical services to uninsured patients. Five Sutter Health affiliates (Alta Bates Summit Medical Center, Marin General Hospital, Novato Community Hospital, Mills-Peninsula Health Services and California Pacific Medical Center) also donated significant in-kind services, including operating-room time and surgical supplies.

### **\$599 Million Goes a Long Way**

That was Sutter Health's total community investment in 2008 for health care programs, services and benefits for the poor and underserved.

### **In Lean Times, Sutter Stands Strong**

Sutter Health loaned \$5 million to the California Primary Care Association in 2008. These funds helped community clinics throughout Northern California cope with Medi-Cal reimbursement delays related to the state budget.

### **Everyone Deserves Access to Quality Health Care**

Sutter Health awarded \$2.5 million in grants to 26 community clinics in Northern California to help improve patient access to health care.

### **Beyond Our Walls**

Sutter Health approved a \$250,000 grant to the Redwood Community Clinic coalition to support the development of health care information technology in the counties of Sonoma, Marin, Yolo and Napa.

### **The Power of a Team**

For the sixth year in a row, Sutter Health remained the top fundraising team in Northern California for the March of Dimes, raising \$616,000 for the charitable organization. Nationwide, Sutter Health's team ranked 17th out of 20,000 teams.

### **Dedicated to Delivering Compassionate Care**

Sutter Health donated staff time and funding to Project Homeless Connect, an event in San Francisco that connects San Francisco's homeless population with vital health and social services.

### **A Homerun for Community Support**

Teaming up with the Sacramento River Cats AAA baseball team, Sutter Health helped complete a baseball field makeover at Encina Preparatory High School in Sacramento. The project not only improved the safety of field conditions and upgraded equipment for the players, but also prompted an outpouring of community involvement, which has enhanced student pride.

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## **Lifesaving Technologies**

### **Keeping Patients Safe**

Sutter Health is an “early adopter” of lifesaving technologies. Our hospital medication bar-code technology has prevented an estimated 275,000 medication errors throughout 11 affiliated hospitals since it was implemented in 2003. Of these prevented errors, approximately 25,000 could have caused moderate or severe clinical effects. The Food and Drug Administration estimates that harmful drug events cause more than 770,000 injuries and deaths in the nation every year.

### **Connecting Patients and Caregivers**

In 2008, Sutter Health’s affiliated medical foundations in the San Francisco East Bay and North Bay went “live” with the electronic health record (EHR) system. This innovative technology supports Sutter’s vision of delivering safe, quality care to our patients—and partnering with them to take charge of their health.

### **Vital Community Investments**

To encourage employees to get more involved in their health care, Palo Alto Medical Foundation and Cisco Systems launched a pilot project using Sutter’s personal health record service. Cisco estimates a savings of \$4 for every \$1 invested in this online tool.

## **Accessing Health Care**

### **A New Approach to Caring for Patients**

In a sweeping vote, the local boards of directors throughout Sutter Health’s Northern California system approved a new regional approach to governance. As a result, Sutter Health established five geographical regions to provide more seamless and coordinated care for patients.

### **Making Care More Accessible to Patients**

Sutter Health officially launched the Sutter Medical Network. This group includes more than 3,000 Sutter-affiliated primary care and specialist physicians across Northern California.

### **Satisfied—and it Shows**

More Northern Californians are enjoying “The Sutter Difference,” thanks to continued strides in physician recruitment, plus the opening of new ambulatory care centers systemwide. Sutter Health’s eight affiliated medical foundations currently serve more than 1.5 million patients—a 20 percent increase from two years ago.

### **Coming Together To Better Serve Patients**

Physicians serving three divisions of Palo Alto Medical Foundation merged into a single medical group.

### **Quality Care—At Home**

Sutter VNA & Hospice served more than 45,000 patients in 2008, making it one of the largest home health care providers in Northern California.

### **Community Support Keeps Doors Open**

Over the past five years, Sutter Health has raised more than \$400 million to help our network bring an enhanced level of care to patients and communities. Each contribution we receive helps us to expand medical services, introduce new programs and improve technology to diagnose and treat patients. We extend our heartfelt gratitude to all who help us broaden the scope and reach of our not-for-profit health care network throughout Northern California.

### **On the Fast Track to Healthy Communities**

Sutter Lakeside Hospital fully funded a new mobile health services unit, thanks to the enthusiastic support of the community. Staffed by hospital clinicians, the sophisticated 41-foot vehicle will travel throughout a large rural area, offering basic care to residents who have no access to medical services.

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## **Fulfilling Community Needs**

Sutter Roseville Medical Center opened a neonatal intensive care unit and a new regional rehabilitation facility.

## **Keeping Vital Services Close to Home**

Alta Bates Summit Medical Center opened the Carol Ann Read Breast Health Center. The state-of-the-art center offers convenient access to complete diagnostic and treatment services for breast health issues, improving diagnosis time for patients.

## **In Safe Hands**

A new milestone in treating seriously ill or injured children: California Pacific Medical Center opened San Francisco's first and only pediatric emergency department. The pediatric emergency department has child-friendly private rooms equipped with advanced medical equipment. The rooms also have TVs and DVD players, as well as age-appropriate toys, puzzles and activities.

## **Top Workplace**

### **Employees Are Our Most Valuable Asset**

In the midst of the nation's severe economic downturn, the Sutter Health Board of Directors took a bold financial stand. The board invested just over a half-billion dollars into the Sutter Health Retirement Plan. This move helped ensure the financial security of employees and the continued health of the retirement fund.

### **Quality Services Draw National Attention**

In the category of "most efficient integrated health care system in the nation," Sutter Health made a huge leap: from 69th place to fifth place. This recognition was published in *Modern Healthcare*. Sutter Health's financial performance and ambulatory surgery strategy were key factors in this progress.

### **Talented Professionals, Top Workplace**

For the sixth year in a row, IDG's Computerworld magazine rated Sutter Health as a "top workplace" for information technology professionals. In this ranking, Sutter Health placed second among national health systems employing IT professionals—and 19th among all employers of IT professionals nationwide.

### **Making the Grade**

Nearly 900 college-bound students received a total of almost \$1 million in scholarship funds, as part of the Van R. Johnson Sutter Scholars program. Each year, the scholarships go exclusively to the children and grandchildren of employees within the Sutter Health network.