

Sutter Roseville Medical Center

2015

Our not-for-profit Sutter Health network delivers high-quality services and personalized care in more than 100 Northern California communities.

In Roseville, we provide integrated health care services through Sutter Roseville Medical Center, Sutter Medical Foundation and Sutter Rehabilitation Institute.

We excel with top-rated health care.

Because our doctors, hospitals and care teams partner together, we consistently rank among top performers in providing quality patient care both nationally and in California.



At Sutter Roseville Medical Center:

- We received “A” hospital safety scores in The Leapfrog Group’s Fall 2014 and Spring 2015 Hospital Safety Score surveys, which rates how well hospitals protect patients from accidents, errors, injuries and infections.
- We were recognized as one of the best hospitals in California by U.S. News & World Report for 2015-16 based on reputation, mortality, patient safety and other areas, including nurse staffing and technology.



We give back to our communities.

In 2014, Sutter Health provided \$767 million to care for patients who couldn’t afford to pay and to support community programs and services. In fact, our hospitals care for more Medi-Cal patients in Northern California than anyone else.

At Sutter Roseville Medical Center, we are part of the Sacramento Sierra effort that:

- Invested more than \$217 million in charity care and community benefit programs in support of the poor and underserved and to strengthen the broader community.
- Contributed nearly \$33 million in 2014 in community benefit and charity care investments to the underserved in Placer County.
- Makes critical investments in local Federally Qualified Health Centers and other critical community partners in an effort to help increase their capacity to serve the underinsured.

Just as we invest in our communities, our communities invest in us:

- More than \$1 million in philanthropic gifts supported programs, services and equipment to ensure the highest level of excellence in patient care. This includes upgrades to our Emergency Department, infusion center, birthing center as well as patient care enhancements such as music and pet therapy.



We expand health care access.

As a not-for-profit organization, Sutter Health partners with community clinics and programs that provide access to essential primary health care, food, shelter and social services to those in need.

At Sutter Roseville Medical Center:

- We work closely with Promotoras, who advocate for Spanish-speaking patients and link them to community resources, while ensuring they understand and comply with doctors’ recommendations.
- Through our T3 (Triage, Treat & Transport) program, we partner with WellSpace Health, a local FQHC, in providing case management services for underserved patients and connecting them with vital community services such as housing, primary care, mental health and transportation.

By investing in technologies, we also advance care quality, convenience and service.

At Sutter Roseville Medical Center:

- We implemented the electronic medical record to provide physicians and employees with the most powerful information technologies that advance higher quality and safer care.
- We expanded our infusion therapy services to accommodate more patients and provide more comfort.

We help drive our local economy.

Our hospitals are among the largest employers in many Northern California communities. Since 2000, we invested about \$7.2 billion to build and improve health care facilities. This investment created nearly 200,000 construction jobs.



At Sutter Roseville Medical Center:

- We invested \$172 million in benefits and salaries in 2014
- We invested in construction projects including building a new cancer center as well as expanding parking for patients, visitors, physicians and employees
- Our employees live and work in Placer County, and discretionary income is spent in our communities.



We're taking steps to make health care more affordable.

We help hold the line on health care price increases and make our services more affordable by working relentlessly to:

- Eliminate unnecessary tests and treatments
- Improve care coordination
- Help chronically ill patients avoid unnecessary emergency room visits and hospital stays
- Standardize processes and streamline business functions

At Sutter Roseville Medical Center:

- Sutter Health's Advanced Illness Management (AIM) program provides care management, care coordination and palliative care support for persons with advancing illness. More than 9,600 people have been enrolled in the Sutter Health program in the past three years, and today we support 2,600 people every day under a model that aligns care and support with the evolving personal goals of the patient. Preliminary estimates show that we reduced hospitalizations by 59 percent over one 90-day period, saving government payers and commercial plans an estimated \$80 million over three years. Total cost of care has also been reduced by 52 percent.
- Our Sutter Care Coordination Program cares for patients with multiple chronic conditions to address their physical and emotional well-being. Inappropriate admissions and readmissions are avoided through proactive care coordination. This Sacramento-Sierra program reduced emergency department visits by 36 percent and hospitalizations by 33 percent.
- Sutter Health's continued dedication to promoting safer birth experiences for moms and their babies resulted in our rate of elective deliveries before 39 weeks dropping to approximately 1 percent across our network. Research shows that many of a child's vital organs, including the brain and lungs, continue developing during the final weeks of pregnancy. By partnering with parents to avoid planned induced labor or C-sections before 39 weeks, we reduce the risk of complications.

Quick Facts about Sutter Health:

- 5,000 doctors and 50,000 employees
- 24 hospitals and five medical foundations
- 34 outpatient surgery centers
- 23 counties served by home health & hospice
- In 2014, \$1.8 million per week on average in charity care
- 600 new programs and services brought to Northern California since 2001
- sutterhealthgivesback.org

Quick Facts about Sutter Roseville Medical Center (2014):

- 19,179 inpatient discharges
- 1,100 Rehab Institute discharges
- 2,930 births
- 74,453 outpatient visits
- 79,104 Emergency Department visits
- 1,090 Trauma admissions
- 2,173 employees
- 689 physicians
- 250 volunteers
- \$33 million in community benefit contributions
- sutterroseville.org