

# 2023 | Sacramento Value Report



# Table of Contents

Overview of Dignity Health.....	1
The Dignity Health Difference.....	2
Messages From Leadership.....	3
<b>Access.....</b>	<b>4</b>
Delivering Your Care Locally.....	6
Dignity Health Mercy Medical Group.....	7
Dignity Health Woodland Clinic.....	7
Hill Physicians Medical Group.....	7
Dignity Health Medical Group – Sierra Nevada.....	7
Virtual Visits.....	8
Patient Connection Center.....	8
Coordinating Patient Care.....	10
New Express Primary Care Clinic in Roseville.....	11
Dignity Health Advanced Imaging—A New Location in Folsom.....	11
A New Outpatient Surgery Center Now Open in Citrus Heights.....	11
<b>Quality.....</b>	<b>12</b>
Examples of Improving Patient Care.....	14
Awards and Accolades.....	16
<b>Service.....</b>	<b>18</b>
Services at Our Hospitals.....	20
Comprehensive Care Services.....	21
Dignity Health Heart and Vascular Institute of Greater Sacramento.....	21
Dignity Health Neurological Institute of Northern California.....	24
Dignity Health Cancer Institute of Greater Sacramento.....	25
Online Appointment Tool for Mammograms and DEXA Scans.....	27
Obstetrics Emergency Department Program Expansion.....	29
An Innovative Approach to Care.....	30
<b>Technology.....</b>	<b>32</b>
Notable.....	34
My Care App—Health Care at Your Fingertips.....	34
<b>Community Partnerships.....</b>	<b>36</b>
Patient Navigator Program.....	38
Housing with Dignity Homeless Program.....	38
Gregory Bunker Care Transitions Center of Excellence.....	39
SPIRIT Program.....	39
Community Grants.....	39

# Overview



We are proud to have cared for the Greater Sacramento community for more than 125 years. From the care we deliver to the community investments we make, our commitment has been and always will be to provide affordable, high-quality and compassionate care that meets the unique needs of our region’s diverse communities.

As the largest hospital network and one of the largest subspecialty networks in the region, Dignity Health offers comprehensive coverage and health care options, including access to doctors from Dignity Health Mercy Medical Group, Dignity Health Woodland Clinic, Dignity Health Medical Group – Sierra Nevada and Hill Physicians Medical Group. With more than 1,000 renowned physicians and six Sacramento area full-service hospitals, each with a rich history within the communities they serve, we offer access to personalized, community-based care with all the benefits of being one of the largest nonprofit health systems in the nation. Our hospitals are dedicated to achieving medical excellence through a continual assessment of the needs in their respective communities and an investment in people, capacity and innovative new treatments and technology.

In the last year, we opened three new care sites including an express primary care clinic in Roseville, an outpatient surgery center in Citrus Heights and an advanced imaging center in Folsom. Our new Obstetrics Emergency Department in the Family Birth Center at Methodist Hospital of Sacramento—a program that provides pregnant patients with a dedicated obstetrician in Labor and Delivery to treat urgent medical needs—has been so successful that we are expanding the program to Mercy Hospital of Folsom and Mercy

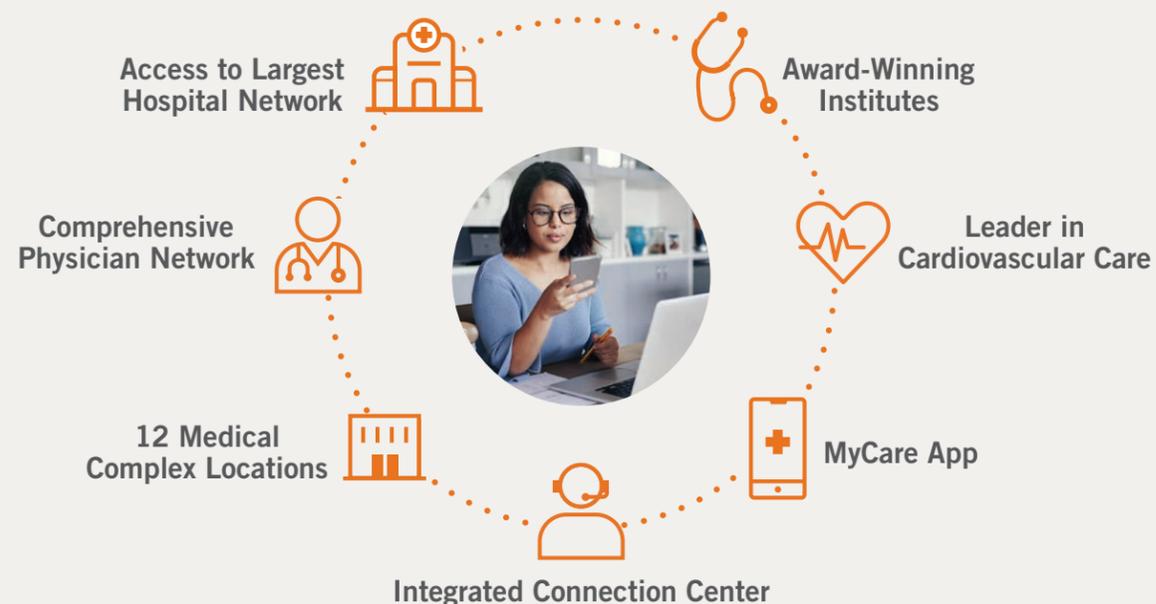
General Hospital. Mercy San Juan Medical Center is a regional leader in stroke care and has treated more patients than any other system or provider. Likewise, Mercy General Hospital is known for its cutting-edge and first-class cardiovascular services.

As the Greater Sacramento region continues to grow, Dignity Health is prepared to grow with it. Currently underway are our plans to expand care services in Folsom with a 530,000 square-foot medical campus in Folsom Ranch. Phase I of that project will feature a state-of-the-art Medical Complex that will bring quality care with a range of specialty services, as well as an outpatient surgery center. Likewise, in Elk Grove, Dignity Health is committed to making the community's first hospital a reality.

In addition to our acute care hospitals, Dignity Health provides outpatient services through Mercy Home Health, Hospice & Lifeline, Dignity Health Advanced Imaging, Mercy Cancer Center and across our physician network. Our collaborative partners work together to build bridges to health care and community resources to increase access and wellness.

We firmly believe that everyone deserves the opportunity to be healthy, and support health care programs that improve health equity, particularly for our most vulnerable patients. We aim to bolster care for our underserved communities, keeping the healing power of humanity and kindness at the heart of our mission.

## The Dignity Health Difference



## Messages From Leadership



### Shelly Schorer

**Interim President, Dignity Health Northern California Division**

“Dignity Health’s six acute care facilities in the Greater Sacramento market share a common mission: to provide exceptionally high-quality, compassionate care, improve health outcomes and contribute to the overall well-being of the communities we serve. Our relentless and steadfast commitment starts with our

investment in cutting-edge technology, recruiting top medical talent and establishing strong local partnerships to deliver the highest quality care possible. For more than 125 years, Dignity Health has called Sacramento home, and we look forward to building on our legacy for years to come.”



### Alan J. Shatzel, Jr., DO, MBA

**Chief Executive Officer, Dignity Health Mercy Medical Group**

“Our Dignity Health Mercy Medical Group physicians and advanced practice providers have earned some of the nation’s highest accolades for delivering high-quality and accessible patient-centered care. With 34 different specialty programs available, our experienced care teams offer a full range of services

to patients at every stage of life. Our care philosophy is to treat the whole person, caring for the physical, mental, spiritual and social needs of every patient.”



### Peter Valenzuela, MD, MBA

**Chief Medical Officer, Dignity Health Mercy Medical Group**

“With approximately 500 primary and specialty care physicians and advanced practice providers, we provide a full spectrum of care for the whole family. Dignity Health Mercy Medical Group is committed to bringing innovative, affordable care to the communities we serve. We continue to prioritize the fostering

of patient-doctor relationships, and aim to improve the overall health and well-being of those we care for. Exceptional, accessible health care delivered with humankindness, is what we stand for.”

## Access

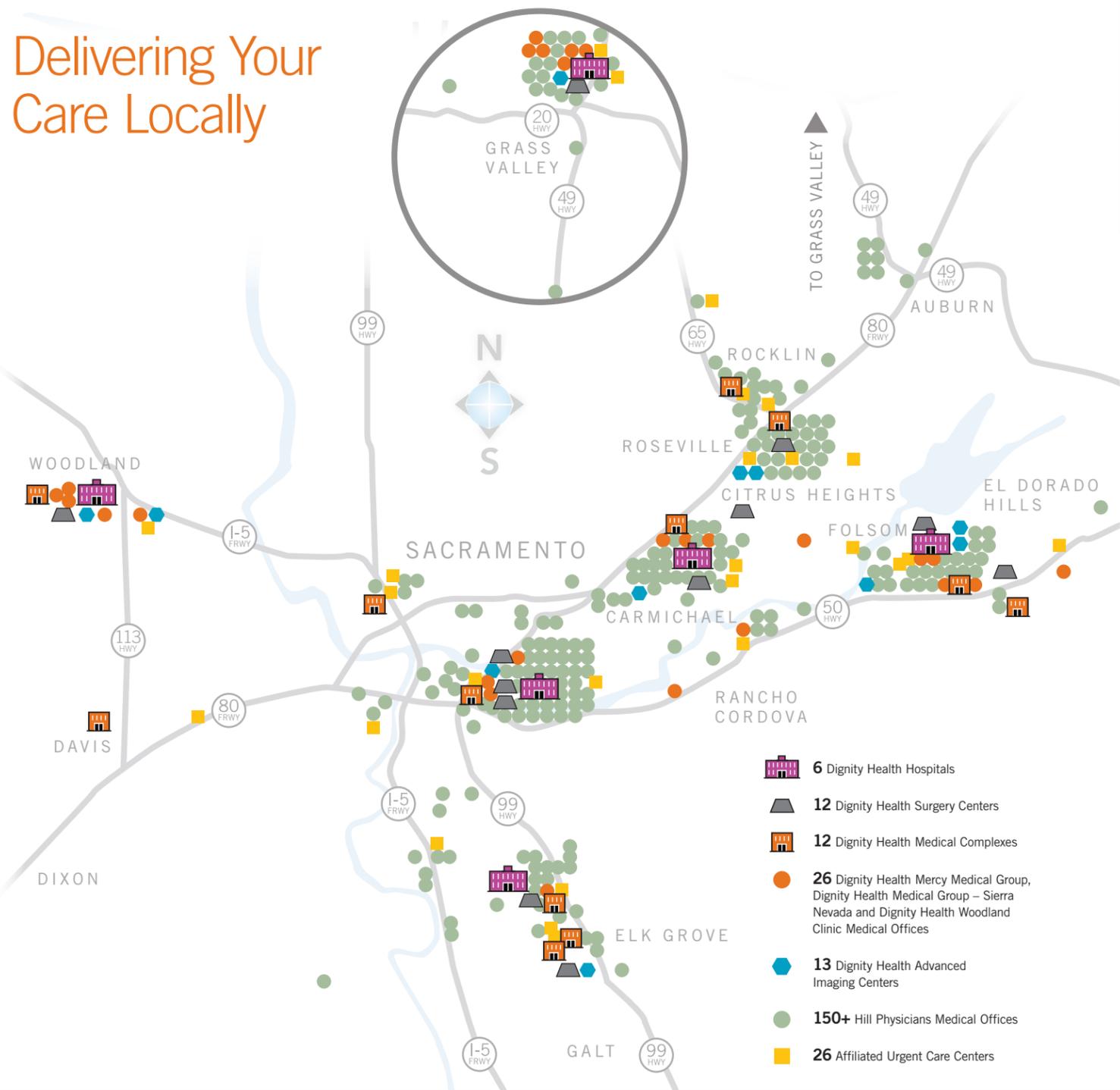
Access is about more than delivering care. It's that sense of relief knowing that no matter where you are in the Greater Sacramento area or beyond, we're here for you. It's the assurance you have in your award-winning medical team, and the convenience of having best-in-class services, facilities, resources and professionals available whenever you need them.

The Dignity Health network of more than 1,000 physicians conveniently located across more than 200 locations throughout the region offers a robust range of health care services.

Operating six hospitals in the Greater Sacramento area—Mercy General Hospital, Mercy Hospital of Folsom, Mercy San Juan Medical Center, Methodist Hospital of Sacramento, Sierra Nevada Memorial Hospital and Woodland Memorial Hospital—our full-service facilities provide comprehensive health services using state-of-the-art technology in collaboration with our renowned physicians.



# Delivering Your Care Locally



All of our primary care physicians offer same-day appointments for current patients, and patients needing after-hours or weekend appointments can receive care at our express care clinic or urgent care facilities.



More than 25% of patients have their first visit within a week, and nearly 9 out of 10 who responded to our survey say our physicians and advanced practice providers are “Very Good” at concern for their patients’ questions and worries. (“Very Good” is the highest possible score.)

## Dignity Health Mercy Medical Group

By choosing a Mercy Medical Group primary care physician, patients have access to an advocate to coordinate their care across our broad network of specialists and medical services. Through every stage of life, our doctors are here to make the health care experience the best it can be. Mercy Medical Group comprises nearly 200 primary care physicians and more than 350 specialty providers and has been caring for our Greater Sacramento communities for more than 55 years.

## Dignity Health Woodland Clinic

Woodland Clinic is part of an integrated health system that has been providing exceptional care to the residents of Woodland, Davis and the surrounding communities for more than 100 years. We are the largest health care provider in Yolo County with more than 170 providers and multi-specialty medical offices in Woodland and Davis. Currently, more than 85% of our primary care providers are accepting new patients, and our Urgent Care is open seven days a week, providing both in-person and virtual care.

## Hill Physicians Medical Group

With more than 250 primary care physicians and 400 specialists in the Greater Sacramento area, Hill Physicians is the largest network of independent doctors in Northern California.

## Dignity Health Medical Group – Sierra Nevada

Dignity Health Medical Group – Sierra Nevada offers a network of physicians and a full range of services—from preventive care to special programs for chronic conditions—at our offices conveniently located near Sierra Nevada Memorial Hospital in Grass Valley.

We are dedicated to providing daily excellence for all our patients’ health care needs. We believe an important part of that excellence is truly listening, ensuring patients understand their medical situation and enabling them to make informed decisions.

## Virtual Visits

Patients can schedule safe and convenient virtual visits with their primary and specialty care providers to access high-quality care when they need it, without leaving the comfort of their home. Virtual visits use live, secure video technology that allows patients to directly see and speak with their physician through the convenience of their personal mobile device, tablet or computer—providing vital access to care in a safe environment. This expansion of telehealth services made it possible for trusted providers to continue to engage with patients and effectively manage chronic conditions during the pandemic.

All of our primary care physicians and specialists offer virtual visits for their patients. Virtual visits are never recorded, and use encrypted software to ensure the appointment is private and secure.

20%

More than 20% of our primary care appointments are delivered virtually, so patients can receive coordinated care from the convenience of home.

## Patient Connection Center

The Patient Connection Center (PCC) provides a front door access point for ambulatory care centers, including primary care and specialty clinics, virtual visits and clinical resource management, through a model of care delivery that centralizes consumer capture and support related to appointment scheduling, nurse triage, referral management and prescription refill management. The PCC deploys a scalable solution that improves the consumer experience, call-handling efficiency and provider fill rates while also increasing first touch resolution in support of our broader health system.

Over the last year, the PCC—comprised of four regional call centers—supported nearly 3 million calls throughout CommonSpirit Health (parent company to Dignity Health). These four call centers are designed to continually support each other in the event of a catastrophic occurrence. **This PCC approach has led to year-over-year progress with provider productivity and patient access, yielding, on average, a 15% improvement over baseline. For ease of scheduling and contacting, we've experienced a 5–11% improvement from baseline.**



## Coordinating Patient Care

At Dignity Health, we are committed to providing care for our patients that is both accessible and convenient. Delivering on that promise is our approach to care coordination. Our Care Coordination department works to ensure that care between hospital, ambulatory and home health care services is connected across the continuum. This approach extends far beyond just sharing electronic medical records, because it includes a personalized, live hand off from a nurse or care team member from our Clinical Command Center. For patients admitted and receiving treatment in our hospitals, a Clinical Command Center staff member will personally reach out to the patient to make the necessary follow up care appointments all before the patient is discharged. We also help ensure the patient has the necessary means and transportation so they can make their follow up care appointments.



“ I had a wonderful experience here. I came in for a simple physical but it ended up being more productive than I anticipated—and even got a quick flu shot during my visit. ”  
—Woodland Clinic patient

## Mercy Medical Group Opens New Express Primary Care Clinic in Roseville

Now open is Mercy Medical Group's first Express Primary Care clinic location in Roseville. Through our new Express Primary Care clinic, patients can easily access a broad spectrum of primary and low-severity urgent care services at a time most convenient for them. Offering care for people of all ages, the Express Primary Care clinic treats sports injuries, minor cuts and wounds, respiratory illnesses, as well as prescribes medication, provides school physicals, women's health services and more. Patients are able to see a medical provider in-person and can walk-in for a visit, schedule an appointment in advance, or opt for a virtual care visit. Extended hours are currently available Monday through Friday from 7 a.m. to 7 p.m., and 8 a.m. to 5 p.m. on Saturdays.

## Dignity Health Advanced Imaging—A New Location in Folsom

Now serving the Folsom, El Dorado Hills and Greater Sacramento communities is our new Dignity Health Advanced Imaging site in Folsom. This location is open to patients Monday through Friday from 8 a.m. to 5 p.m., and provides residents with increased access to high-quality imaging services. The care team provides an array of services including CT, diagnostic imaging, ultrasounds, mammography and MRI scans using cutting-edge technology. This clinic is equipped with technology to enhance the patient experience and provide highly detailed imaging, including a 3T MRI scanner and a 64-slice CT scanner, both of which decrease scan times, accommodate patients up to 500 pounds and alleviate discomfort for those who struggle with claustrophobia. In addition, improved technology in the 64-slice CT scanner reduces the amount of radiation a patient receives when they undergo scans, compared to older CT scanners.

## A New Outpatient Surgery Center Now Open in Citrus Heights

Helping to meet the growing medical needs of the Citrus Heights community and improve access to quality care for residents is the Citrus Heights Surgery Center. Opened in 2022, this 16,000 square-foot state-of-the-art ambulatory surgery center provides patients with a range of outpatient specialty surgical services, including general surgery, otolaryngology, orthopedics, gastroenterology, pain management and podiatry. The facility has three operating room beds, three treatment bays and 11 recovery unit beds for patients undergoing same-day surgeries. This surgery center is a joint venture between Dignity Health, United Surgical Partners International and local physicians.

# Quality

At Dignity Health, we strive to provide patients with a one-of-a-kind experience and challenge our providers and staff to innovate and redefine what it means to be exceptional. Patient safety, custom recovery plans and a holistic approach to care deliver better outcomes. This commitment to excellence is why our medical teams have been recognized time and time again for quality of care.



# Examples of Improving Patient Care

## Remote Patient Monitoring for Post-Operative Patients

Last year, Dignity Health launched a new pilot program—the first of its kind in the Sacramento region—at Mercy General Hospital for remote monitoring of post-operative patients. This unique pilot program was designed to help advance early and safe discharge for lower acuity patients from the hospital. Upon discharge, patients are



remotely monitored 24 hours a day by a team of nurses in our Clinical Command Center. Nurses monitor the patient and if the monitoring device is triggered for any reason, the nurse will call the patient to triage the issue and provide instruction. If needed, the doctor will be contacted and if there's a concerning issue, they can provide intervention while the patient is still at home. The pilot program, which was very successful, is now expanding to Mercy San Juan Medical Center.

## Other Remote Patient Monitoring Programs

We offer several remote patient monitoring programs, and for patients suffering from chronic diseases like hypertension, a physician can see their patient's blood pressure on screen through a virtual visit. Additionally, Dignity Health piloted a program in the Greater Sacramento area in October 2020 to offer blood pressure cuffs to patients—cuffs were obtained through philanthropy—and this one-of-a-kind program allows for the patient to be monitored at home. Thousands of patients throughout Mercy Medical Group are currently enrolled in this program. **Dignity Health will also be launching two new pilot remote patient monitoring programs this year, one for cardiovascular patients at Mercy San Juan Medical Center, and the second for maternal OB patients in clinics through Mercy Medical Group.** The Maternal OB Pilot Program is the only one of its kind in the Sacramento region that will monitor prenatal patients who are considered high-risk. The program will be run collaboratively with our cardiology department and continue throughout the patient's pregnancy and beyond to strengthen women's cardiac health, wellness and a holistic approach to care.

## Dignity Health Collaborative Learning Center

Located in Sacramento, the Dignity Health Collaborative Learning Center houses a high-fidelity simulation center featuring a state-of-the-art operating room and numerous other simulation rooms. Working closely with our care facilities, the Collaborative Learning Center seeks to better understand their needs, creates education that fills these gaps and helps to mitigate staffing shortages while increasing skill levels. We train providers across systems, including Sutter, UC Davis and Kaiser.

“ I can afford to go anywhere I please for medical treatment and I choose Mercy Hospital of Folsom. ”  
—Mercy Hospital of Folsom patient

# Awards and Accolades

We are honored to be recognized for our commitment to high-quality care, patient satisfaction and our work in the local community. We put our patients at the center of everything we do, and the accolades we receive are a testament to the hard work of our talented staff and providers delivering an exceptional patient experience every day.

## Healthcare Equality Index

Dignity Health's six Sacramento area hospitals were recognized in the Human Rights Campaign Foundation's 2022 Healthcare Equality Index (HEI).



The HEI is the nation's foremost benchmarking survey of healthcare facilities on policies and practices dedicated to the equitable treatment and inclusion of their LGBTQ+ patients, visitors and employees. Participants in the HEI undergo a rigorous review of LGBTQ+-inclusive policies and practices in several areas, including patient services and support, employee benefits and policies and patient and community engagement.

LGBTQ+ patients have historically faced significant and long-standing challenges to accessing the care they need, and Dignity Health is committed to providing welcoming, compassionate care for LGBTQ+ patients and their families.

## Integrated Healthcare Association's Align. Measure. Perform. Awards

The Integrated Healthcare Association (IHA) has recognized Mercy Medical Group and Dignity Health Woodland Clinic for providing high-quality care to Medicare Advantage and commercial HMO patients in California. The IHA is a statewide nonprofit group committed to high-value care that improves quality and affordability for patients across the nation.

Through the Align. Measure. Perform. (AMP) program, IHA uses a transparent approach to measure comprehensive benchmarks and provide a reliable assessment of medical



group performance. AMP examines 30 measures related to clinical quality, patient experience and customer service.



In awarding the AMP honors, IHA leverages the measures and methodologies the Centers for Medicare & Medicaid Services uses to generate health plan star ratings. A 5-star designation is the highest level of Medicare Advantage quality achievement.

**Mercy Medical Group received the 5-star designation** in addition to Most Improved provider organization honors and **Woodland Clinic achieved a 4.5-star designation**. Only four out of 174 (2%) provider organizations in California achieved the 5-star performance level and only 43 of 174 (25%) achieved 4.5 stars. By having a 5-star rating, Medicare Advantage patients can sign up with Mercy Medical Group at any time throughout the year, rather than wait for the Annual Enrollment Period.



Mercy Medical Group was also awarded the Excellence in Healthcare award, which recognizes provider organizations that have succeeded in achieving strong quality results while effectively managing costs for their commercial HMO population. To earn this award, provider organizations must have performance that ranks in the top 50% for Clinical Quality, Patient Experience and Total Cost of Care. Only 27 out of nearly 200 eligible physician organizations received this award. For the Clinical Quality measure, Mercy Medical Group was also recognized for Top Ten Percent Performance.

## America's Physician Group Elite Status for Standards of Excellence



Mercy Medical Group and Woodland Clinic are two of just 72 organizations nationally to be recognized by America's Physician Group (APG) with their 2022 Standards of Excellence Survey Elite Status award.

APG's annual survey evaluates coordinated care infrastructure and value-based care performance. Elite Status signifies having the capabilities to thrive in value-based care models, and reflects accountability and responsibility for the costs and quality of health care.

“ I absolutely love this medical group and all of the doctors I have seen over the years. I won't go anywhere else. ”

—Mercy Medical Group patient

## Service

Great service comes from honoring a person's time, preferences and humanity. This also means delivering on that promise 24/7. Whether you are a patient, a family member or an employer, Dignity Health is committed to putting you first in each and every interaction.



## Services at Our Hospitals

	Mercy General Hospital	Methodist Hospital of Sacramento	Mercy San Juan Medical Center	Mercy Hospital of Folsom	Sierra Nevada Memorial Hospital	Woodland Memorial Hospital
Bariatric Surgery		■				
Cancer Care	■	■	■	■	■	■
Eye Care	■	■	■		■	■
Emergency Care	■	■	■	■	■	■
Gynecology	■	■	■	■	■	■
Heart and Vascular Care	■	■	■	■	■	■
Imaging Services	■	■	■	■	■	■
Lung and Esophageal Care	■	■	■			■
Neurology	■	■	■	■	■	■
NICU		■	■			
Obstetrics	■	■*	■	■	■	■
Orthopedics	■	■	■	■	■	■
Otolaryngology	■	■	■	■	■	■
Pediatric Concentrated Care			■			
Plastic Surgery	■	■	■	■	■	
Rehabilitative Care	■	■	■	■	■	■
Sleep Disorders	■					
Spine Surgery	■		■	■		■
Sports Medicine	■	■	■	■	■	■
Surgical Services	■	■	■	■	■	■
Thoracic Surgery	■	■	■			
Trauma Center			■			
Urology	■	■	■	■	■	■
Wound Care		■			■	■

\*Includes Obstetrics Emergency Care

## Comprehensive Care Services

We believe in meeting patients where they are and providing specialized innovative health technology and care to improve the health of our patients and the community. Our care expands beyond the walls of our clinics and hospitals, providing comprehensive care options including outpatient surgery centers, medical group clinics, medical office buildings, primary and specialty care offices and advanced imaging centers.

Scan the QR codes below to learn more about some of our specialized treatments and services.



Cardiology



Oncology



Orthopedics

## Dignity Health Heart and Vascular Institute of Greater Sacramento

Known as a leader in cardiovascular care, the Dignity Health Heart and Vascular Institute combines advanced cardiovascular services with a personalized level of care and compassion. Our care teams diagnose and treat a wide range of conditions, ranking in the top two among California hospitals for cardiac bypass surgeries.

Dignity Health Heart and Vascular Institute physicians use the latest technology to ensure an accurate diagnosis. We use state-of-the-art imaging tools that provide highly detailed pictures of the patient's heart and veins. We strive to use the most minimally invasive treatment option available for each patient while providing a comprehensive team approach for personalized care.

“ Going to the emergency room can be such a scary experience, but the staff at the ER made me feel comfortable and cared for. I knew they all worked hard to provide me with the medical care that I needed, and I am forever grateful. ”

—Methodist Hospital of Sacramento patient



New at the Dignity Health Heart and Vascular Institute is the Women's Heart Program. In the United States, more women die from heart disease than any other cause, including cancer. It can affect women of all ages, and many times, the symptoms go unnoticed. We are proud to offer specialized, comprehensive and compassionate cardiac care just for women.

This program provides:

- Personalized care led by a female cardiologist and a multidisciplinary team.
- Access to specific diagnostic testing, clinical research trials for advanced therapies and treatment options for cardiac conditions unique to women.
- Evidence-based approach to care, incorporating gender-specific guidelines.
- Collaborative approach with providers to deliver cardiac care for patients experiencing other illnesses or conditions such as pregnancy, cancer, post-menopause, diabetes and autoimmune disorders.
- Access to Dignity Health Heart and Vascular Institutes' Advanced Heart Failure Team, Structural Heart Team and Electrophysiology/Atrial Fibrillation Teams.



Dignity Health Heart and Vascular Institute has achieved the highest rankings from the nation's leading reporting agencies. The long list of accolades is a clear demonstration of our excellence in cardiovascular surgery, cardiac intervention, heart failure, heart attack, critical care, electrophysiology services, cardiology and cardiovascular research and rehabilitation.

### Dignity Health Heart and Vascular Institute Awards and Accolades

- The Cardiac and Pulmonary Rehabilitation Programs at Mercy General Hospital, Mercy San Juan Medical Center and Woodland Memorial Hospital are nationally certified by the American Association of Cardiovascular and Pulmonary Rehabilitation.
- Mercy General Hospital achieved for three consecutive years 'better than expected' survival for coronary artery bypass surgery mortality, according to the California CABG Outcomes Reporting Program from the Office of Statewide Health Planning and Development.
- Mercy General Hospital and Mercy San Juan Medical Center are Blue Cross/Blue Shield Distinction Centers for Cardiac Care, having demonstrated best practices in quality for cardiac surgery, intervention, electrophysiology and medical care.
- Mercy General Hospital, Mercy San Juan Medical Center, Methodist Hospital of Sacramento and Woodland Memorial Hospital are recognized by The Joint Commission as Certified Chest Pain Centers.
- Dignity Health Heart and Vascular Institute's Ventricular Assist Device Program has The Joint Commission's Gold Seal of Approval.



“ I have had several procedures over the years at both Woodland Memorial Hospital and the Surgery Center. I realized when this procedure was done that I have never been nervous or worried about any of my previous procedures because the staff are top-notch. Woodland Memorial and the Surgery Center have the most wonderful staff; they are very caring, attentive and good at what they do. ”

—Woodland Memorial Hospital patient



### Dignity Health Neurological Institute of Northern California

We are proud to be the regional leader in neurovascular care, treating the highest volume of patients in the Greater Sacramento area. Our team of renowned neurologists, neurosurgeons, neurocritical care specialists and neurointerventional radiologists partner to ensure patients receive access to the area’s leading neurological programs.

While COVID-19 impacted everyone across the globe, including our hospitals and the number of patients we saw, the Dignity Health Neurological Institute grew in the areas of spine, multiple sclerosis, neuromuscular and traumatic brain injury cases.

Mercy San Juan Medical Center continues to be certified by The Joint Commission as a Comprehensive Stroke Center—the hospital’s fifth certification since being named the first Comprehensive Stroke Center in Greater Sacramento—and each of our other five hospitals are designated as advanced Primary Stroke Centers, linked together by telemedicine capabilities and providing seamless sharing of expertise and integrated resources.



Mercy General Hospital and Mercy San Juan Medical Center are certified as the only Joint Commission Spine Surgery programs in Northern California.

### Dignity Health Cancer Institute of Greater Sacramento

Our cancer care extends beyond the traditional doctor-patient relationship. It starts with a range of screening options for early detection and extends through to personalized treatment and support following a cancer diagnosis with a team that includes a wide variety of board-certified specialists, specially trained nurses and support staff. They work in concert to maximize effectiveness in treating even the most complex cases.

#### Integrative Oncology

At Dignity Health Cancer Institute, we believe in helping guide our patients through their cancer journey while offering the best of both conventional medicine and complementary modalities. Integrative oncology is a patient-centered, evidence-based field of cancer care that utilizes mind and body practices, natural products, lifestyle modifications and modalities from different traditions alongside conventional treatments. We offer our patients an array of complementary therapies at no charge, including:

- Therapeutic nutrition counseling with an oncology-certified dietitian
- Patient and family counseling by a licensed marriage family therapist
- Music therapist visits and healthy snack options in our infusion centers
- A take-home “healing binder” that includes an aromatherapy kit, nausea band, journal and calendar
- Six-week Stress Reduction and Mindfulness classes
- Visits by Mercy SOUL Dog

(Not all services are available at all locations.)

#### Oncology Nurse Navigators

Our Oncology Nurse Navigators (ONNs) support both patients and their families at the time of a diagnosis, throughout treatment and in the event of disease recurrence. The ONNs’ expert knowledge of cancer care helps to optimize use of the many resources available.

They act as a liaison among caregivers and physicians, help to identify potential barriers to care specific to each patient and work to overcome these barriers with both Mercy Medical Group and independent medical providers. With an ONN as a guide, patients and their families avoid misdirected care and utilize resources appropriately to ensure a positive patient experience.





“ My nurse instilled trust with me immediately, and did a great job with my bandage removal and was always checking on my pain. Beyond that, he made me laugh! ”  
—Mercy General Hospital patient

### Supportive Care and Survivorship

A cancer “survivor” is anyone who has been diagnosed with cancer, living with cancer, in remission or free from cancer. Our Supportive Care and Survivorship Program provides resources to enhance a survivor’s quality of life at all stages of their disease, including providing care for all aspects of a survivor’s physical, mental, psychosocial and spiritual health throughout their journey.

### Cancer Genetics Program

Patients who have a family history of cancer may have inherited a change in DNA that puts them at greater risk. Advances in cancer care and early detection, including genetic testing, provide more than peace of mind—they present options for more effective treatment and even prevention.

Our team of licensed and certified genetic counselors provide patients and their families a better understanding of their risk of developing cancer and also discuss screening and prevention. And, should a specific treatment plan be necessary in the case of a diagnosis, our genetic counselors are active participants of our multidisciplinary team to ensure the best planning and care for each patient.

### Online Appointment Tool for Mammograms and DEXA Scans— Now Available

Easing the annual ritual of scheduling a mammogram or bone density (DEXA) scan is Dignity Health Advanced Imaging’s new online appointment system. Our online system allows the patient to choose the imaging location most convenient for them and shows the available appointment times. Additionally, we have dedicated schedulers that review the online appointments every day so patients can be assured they are taken care of.





## Obstetrics Emergency Department Program Expanding to Mercy Hospital of Folsom and Mercy General Hospital

Dignity Health is well-known for its commitment to exceptional care of our expectant parents and their newborns. In December 2021, we opened an **Obstetrics Emergency Department in the Family Birth Center at Methodist Hospital of Sacramento**. Pregnant patients who have an urgent medical need, who were previously seen in the Emergency Department, are now evaluated by an obstetrician within 30 minutes of arrival in Labor and Delivery. This new efficient care service is able to provide a full evaluation of both mom and unborn baby while eliminating any anxiety or stress that an expectant parent might have experienced in a traditional Emergency Department. **Since piloting this new program, we have increased the number of babies delivered from approximately 70–80 to more than 100 every month, and we are expanding the program to Mercy Hospital of Folsom and Mercy General Hospital.**

In tandem with our new Obstetrics Emergency Department in the Family Birth Center at Methodist Hospital of Sacramento, is our OB Hospitalist program. This program provides 24-hour in-house coverage for all of our OB and GYN patients. Mercy Medical Group, in collaboration with our community-based OB/GYNs, provides dedicated OB Hospitalist coverage so that expecting parents' needs are attended to in a quick and efficient manner. Our OB Hospitalists are equipped to provide care until the patient's physician arrives, or in an emergency, can provide immediate care. Additionally, we provide care for patients that do not have a physician. And, in all cases, an OB Hospitalist provides immediate, specialized assessment for patients at all stages of pregnancy. Having a program with a strong OB presence has produced high levels of patient satisfaction, while also allowing us to deliver the most timely, efficient and best care.

### At A Glance: Program Benefits

- Enhances patient safety and quality of care, including fewer complications and return visits
- Designed to eliminate disparity in care for pregnant patients, regardless of private versus unassigned status
- More rapid identification and management of emergent issues
- Reinforces community provider relationships
- Increased local provider satisfaction and productivity

“Kudos to the various departments and their friendly personnel that came to my bedside. This includes my doctors, the hospitalists, nurses and staff from the kitchen, housekeeping and x-ray departments. I am now recuperating at home in the good hands of the home care services the hospital helped me engage with. Thank you to all for being there for me.”

—Sierra Nevada Memorial Hospital patient

### An Innovative Approach to Care

At Dignity Health, we are committed to providing patient-centered care that is both compassionate and innovative as well as harnessing the power of technology. Our team of specially trained robotic surgeons leads the way in minimally invasive techniques with the da Vinci® Surgical System.

Our Robotic Surgery Program features specialties in:

- Bariatric surgery
- Cardiac surgery
- General oncology
- Gynecologic surgery
- Gynecologic oncology surgery
- General surgery, including these specialties:
  - Colorectal surgery
  - Gallbladder surgery
  - Urologic surgery

#### Benefits of Robotic Surgery:

Using the da Vinci® Surgical System can offer eligible patients a variety of advantages over traditional and laparoscopic procedures, including:

- A shorter hospital stay
- Less blood loss
- Reduced nerve damage
- Fewer complications
- Diminished pain
- A faster recovery
- Smaller incisions
- Less scarring
- Reduced risk of infection



“I have high anxiety for any doctor’s appointments, let alone a double procedure. However, all of the staff made me feel comfortable, secure and put my mind at ease which was such an amazing help. Everyone was so supportive and kind.”

—Mercy San Juan Medical Center patient

Dignity Health’s team of specially trained robotic surgeons serves patients throughout the Greater Sacramento region at Methodist Hospital of Sacramento, Mercy San Juan Medical Center, Mercy Hospital of Folsom and Mercy General Hospital, which is accredited as a Center of Excellence in Robotic Surgery by the Surgical Review Corporation.



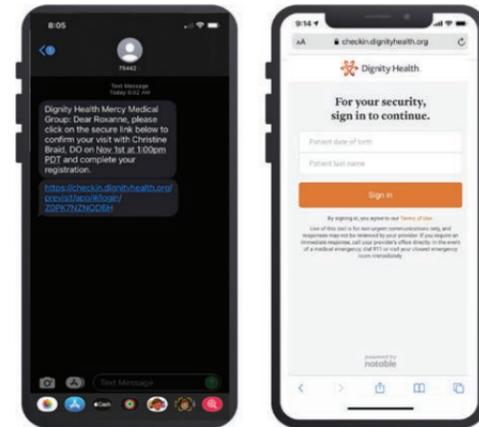
## Technology

Dignity Health's advanced technologies provide safe, accessible and convenient access to care and information from virtually anywhere. Leveraging an established shared-information network of more than 100 care organizations and cutting-edge virtual tools, we are leading the way in innovative care delivery.



## Notable

Notable, an online pre-registration experience for patients first launched two years ago across Mercy Medical Group and has now been adopted by all of our care clinics. Notable creates a more fluid experience for the patient by contacting patients via text message or email prior to their primary care appointments. Via their own device, patients can submit demographic information, insurance card and photo ID images, required consent forms and clinical information such as reason for visit, allergies, medication adherence and other medical histories. This experience also includes co-payment collection and gives an appointment reminder for the patient to store in their device. The pre-visit experience improves patient experience and clinical efficiency by expediting appointment check-in via a convenient and user-friendly digital experience. **Notable is also now available in English and Spanish, and has seen great engagement among patients.**



Additionally, with My Care, users can:

- Find the right doctor
- Choose from their existing care team or select a new provider
- Schedule, view, cancel and reschedule appointments
- Pay medical bills
- Access personal health information
- Review lab results
- Communicate with their care team
- Manage health records
- Sign up for the My Care Text feature, an automated system that sends text messages to family, friends or caregivers to keep them up to date with real-time information regarding a patient's care and treatment in our hospitals

Creating a more seamless, integrated experience for our patients, Notable to-date has led to:

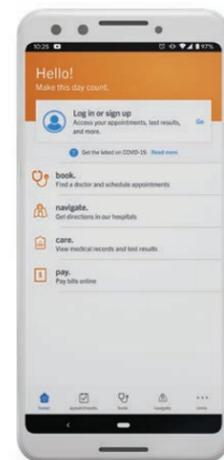
**524,920** | **92%**

confirmed appointments

satisfaction rate among patients

## My Care App—Health Care at Your Fingertips

By selecting a physician who is part of our Dignity Health Medical Groups, patients have access to Dignity Health's Online Patient Portal, making it easier than ever to securely communicate with health care providers and access or update important personal information. Over the last year, we made a number of updates to the My Care App with the goal of improving the overall digital experience for patients, including ease of online scheduling as well as providing patients with access to all of their information securely in one place.





# Community Partnerships

For more than 125 years, our hospitals have played a vital role in Sacramento and beyond. We are proud to be a part of the robust and diverse communities that make up the Greater Sacramento area, and it is our commitment to partner with others who share in our mission and dedication to improving health for residents across the spectrum of their lives and health care needs. Together, we are making a difference.



## Patient Navigator Program

Patient Navigators in our hospital Emergency Departments connect patients seen and treated at the hospital to medical homes at community health centers and provider offices throughout the region. The Patient Navigator Program represents a unique collaboration between Dignity Health, Sacramento Covered—a community-based nonprofit organization—and community clinics in the region. Patient Navigators work to connect patients back to their medical home, provide education, navigate insurance questions, social services screenings and referrals, and also in the last year have been focused on CalAIM referrals as that has been rolled out by Department of Health Care Services and the managed care plans.

## Housing with Dignity Homeless Program

In partnership with Lutheran Social Services, this stabilization program aims to assist individuals experiencing homelessness with severe chronic health and mental health issues to obtain and retain housing, care and services designed to achieve stability in their lives.

## Gregory Bunker Care Transitions Center of Excellence

This collaborative engages Dignity Health hospitals and other health systems in the region, the Salvation Army, Sacramento County and Federally Qualified Health Center, WellSpace Health, and provides a respite/recuperative care shelter for homeless patients with available physical and mental health, and substance abuse treatment.

## Sacramento Physicians' Initiative to Reach Out, Innovate and Teach (SPIRIT)

Operated under the Sierra Sacramento Valley Medical Society, the program exists as a vehicle to involve physicians in the community. SPIRIT recruits and places physician volunteers in local clinics to provide free specialty medical care to the uninsured and coordinates and case manages surgical procedures donated at local hospitals and ambulatory surgery centers. Mercy General Hospital and Mercy San Juan Medical Center play a leading role in this collaboration between the Sierra Sacramento Valley Medical Society, sister Dignity Health hospitals, Sacramento County and other health systems in the region.

## Community Grants

In 2023, Dignity Health's Greater Sacramento Market awarded nearly \$1.15 million in grants to 17 community-based organizations in Nevada, Sacramento and Yolo counties. These community grant dollars improve the health and well-being of vulnerable and underserved populations and bring about real and lasting improvements to the region.

Giving back and lifting up our community is at the core of our mission, and we are proud to continue supporting organizations who are going above and beyond to meet the needs of our community. Through these partnerships, we are able to address our most complex health and human challenges. Below are a few of our 2023 grantees who are making a difference.

- **#RAGE Healing:** #RAGE Healing 3.0 serves to expand and deepen the capacity of a youth-driven community wellness hub to provide individual support and increase youth-led healing practices (peer-to-peer support) both virtually and in-person. Project components include: direct healing services, the RAGE HEAL Fellowship, development of a Youth Healing Research Collaborative and Training & Trauma Stewardship for those serving Black youth.
- **Improved Overall Health Through Oral Health Care:** The project focuses on increasing access to dental care to improve the oral health and overall health of Medi-Cal members. Activities focus on 19 low-income schools in Yolo County and provide dental screenings, fluoride varnish and dental care coordination for Medi-Cal members. Referrals to dental care are made through an electronic application. The app tracks the referral until a dental visit occurs and closes the referral loop.





- **Future Focused—Fentanyl Education and Awareness Campaign:** Brings education and awareness of drug prevention, counterfeit pills and Fentanyl poisoning deaths to students and teachers inside the classroom, to parents and guardians in parent workshops, and to community members with Town Hall meetings, virtual trainings, and train the trainer opportunities. The expected outcome is to dramatically decrease the amount of counterfeit pills and Fentanyl poisoning deaths in our community.
- **Domestic Violence and Sexual Assault Mobile Response Team:** A formal collaboration between Community Beyond Violence and Grass Valley Police Department created a mobile response team for domestic violence and sexual assault. The Law Enforcement Officer is responsible for making arrests and ensuring the safety of all involved, the Domestic Violence/Sexual Assault advocate will provide crisis intervention and trauma informed counseling and advocacy with the criminal justice system, and refer appropriate parties for ongoing supportive services.
- **The Anti-Recidivism Coalition Supportive Housing and Reentry Collaborative:** The Anti-Recidivism Coalition, in collaboration with its partners Exodus Project Sacramento and Freedom Through Education, provides free transitional housing and reentry/system navigation services to formerly incarcerated youth and adults to support their reentry after incarceration.



