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COMMUNITY
IMPACT REPORT



Saint Agnes
A Member of Trinity Health



TO OUR COMMUNITY



Ivonne Der Torosian

Saint Agnes Medical Center
Vice President – Community Health and
Well-being

Dear Community Members,

It is my pleasure to present our Community Impact Report for Fiscal Year 2023. This report is a testament to the enduring spirit of our shared commitment to making a difference in the lives of the people living in our service area. This report encapsulates our unwavering dedication to community health and well-being, detailing our investments in the enrichment of community neighborhoods, our efforts to ensure food security for all, and to ensuring access to healthcare.

At the heart of our organization lies a deep commitment to serve. We believe in the power of collective action, where every effort, no matter how small, contributes to the greater good. We are profoundly grateful to our dedicated colleagues, clinicians and volunteers who work tirelessly day in and day out to uphold our vision and mission. Your passion, dedication and unwavering commitment inspire us all to make a difference in the lives of others.

SAINT AGNES' VISION, MISSION STATEMENT, AND CORE VALUES

VISION & MISSION

Our vision, mission and values are our guiding principles that propels us to work tirelessly toward a community where everyone, regardless of their circumstances, can thrive. We, Saint Agnes Medical Center, and Trinity Health, serve together in the spirit of the Gospel as a compassionate and transforming healing presence within our communities.

CORE VALUES

Reverence

We honor the sacredness and dignity of every person.

Commitment to Those Experiencing Poverty

We stand with and serve those who are experiencing poverty, especially those most vulnerable.

Safety

We embrace a culture that prevents harm and nurtures a healing, safe environment for all.

Justice

We foster the right relationships to promote the common good, including sustainability of Earth.

Stewardship

We honor our heritage and hold ourselves accountable for the human, financial and natural resources entrusted to our care.

Integrity

We are faithful to who we say we are.

KEY AREAS OF FOCUS:



Screen and address social/ economic needs of patients



Assess and expand use/ availability of support services in our communities



Improve community conditions

FOCUSING IN THESE THREE AREAS, CHWB IS STRATEGICALLY WORKING TO...



Improve access to care

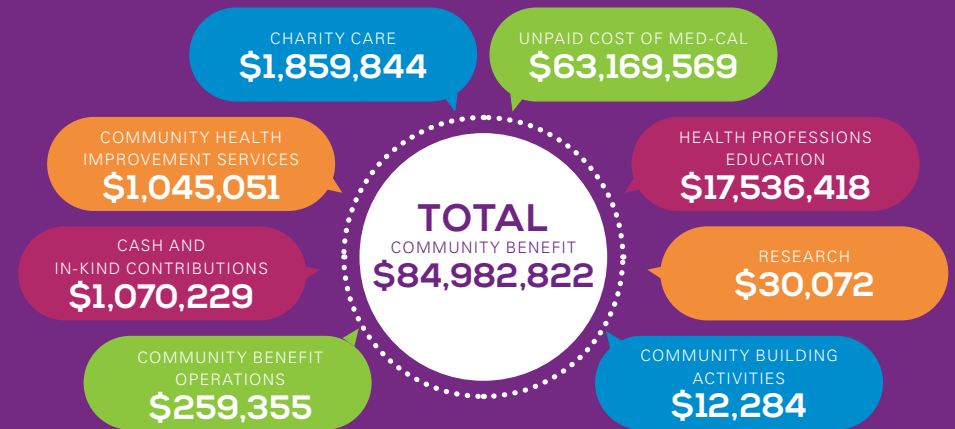


Address social determinates of health



Navigate to health

2023 COMMUNITY BENEFIT FINANCIAL IMPACT



TOTAL ENCOUNTERS
173,417

Healthy Culture

At the heart of Saint Agnes lies a deep commitment to our community. We believe in the power of collective action, where every effort contributes to the greater good. Together, we are creating a community where compassion, opportunity and hope flourish. We are committed to meeting the diverse needs of our growing population, and to healing the whole person – body, mind and spirit.

BOARD MEMBERS



Michael Ballantyne
Chair SAHS



Odette Bolano
RHM President & CEO
ID/OR/CA



Sr. Mary Alice Bowler
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The Heart Group



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David Spivey
President and Market
Leader



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Quad Knopf Inc.



Dora Westerlund
Fresno Area Hispanic
Foundation



Pao Yang



Janet Young

COMMUNITY HEALTH ADVANCEMENTS

Dear friends, colleagues, community, and neighbors,

It is such an exciting time to be involved in the healthcare delivery system in the Central Valley. I am tremendously grateful to Saint Agnes Medical Center, Trinity Health and the entire community for the opportunity to be a part of, and witness to, all the great efforts being put forth that extend our healing mission.



**Michael F. Trevisani, MD, MBA,
CPE, FASCRS, FACHE**

Interim Chief Medical Officer,
Saint Agnes Medical Center

Implementing the Epic electronic medical record was a huge step for Saint Agnes Medical Center toward integrating the area's healthcare activities. We now have the ability to seamlessly communicate among and between our healthcare colleagues outside of Saint Agnes. This benefits patients and providers alike by cutting down unnecessary testing and expediting plans of care. We have plans to build a new, more efficient, and comfortable Emergency Room. Mobile healthcare has been introduced to reach out to patients who do not have the resources or ability to come to us. Fresno County residents can now benefit from the new Rural Mobile Health Program, which offers medical services at no cost to agricultural workers and residents living in the rural communities of Fresno County to improve health and prevent disease. As part of this program, UCSF-Fresno, and Fresno State's Mobile Health Unit in collaboration with Saint Agnes Medical Center will be delivering these medical services with their mobile health units, along with Fresno County's Community Health Worker (CHW) Network to provide wraparound care coordination services to residents.

Our Residency program has grown and expanded to include new disciplines. Many of the graduates are realizing that the Central Valley is a great place to live, work and raise a family. Diversity, Equity, and Inclusion has been intentionally incorporated across our system of care by Trinity Health and Saint Agnes leadership – especially into the workplace. I had the honor of speaking at the Black Maternal Health week conference. Ideas were exchanged, new approaches were learned, and health equity can be a reality. We celebrated Hospital Week, participated in the Black Nurses Association Lunch, Nurses Week and Juneteenth: Strides for Freedom. Diversity, Equity, and Inclusion are part of our Core Values. DEI values and mission leadership are provided during new employee orientation. And our Language Line services are expanded to provide linguistically competent healthcare for our patients.

Saint Agnes Medical Center also sponsored several healthcare updates to the community regarding common and not-so-common maladies. We held career fairs targeting a wide array of healthcare opportunities.

Saint Agnes Medical Center is an advocate for patients and will continue to participate in assuring high quality delivery of healthcare. Our message, along with all of Trinity Health asks Congress to work to influence the Centers for Medicare and Medicaid Services (CMS) in providing a payment adjustment for hospitals that addresses Medicare underpayment; improve Medicare rates and stop future cuts; and oppose efforts by drug companies to impose more restrictions that will harm access. These efforts all have a direct positive impact on our own community and will assure growth in what we provide and confidence in what we do.

Again, my thanks for the opportunity to be part of this great community and to all who join us in our mission.

Our Workforce



Number of employees

3,408



Number of Volunteers

71



Number of Saint Agnes
Medical Foundation providers

157

HEALTH PROFESSIONS EDUCATION

In keeping with Trinity Health's values of Commitment to those who are poor, Saint Agnes focused on implementing strategies to address access to health within its service area which is marked by a higher population who are either uninsured or receiving Medi-Cal. The Saint Agnes service area also faces challenges in meeting the medical needs of its population due to a lower number of primary care physicians. Together as a system, it is the program's mission to provide high-quality, compassionate health care services.

In fiscal year 2023, Saint Agnes provided more than **100 thousand hours** and invested more than **\$17.5 million** to train **72 physicians, 1,176 nurses** and **nursing students**, and **1,623 non-nurse health professionals** in an environment of diversity, equity, and inclusivity that welcomes all people regardless of background in the hopes of inspiring new ways of thinking, behaving, and caring.

In June, Saint Agnes colleagues, physicians and leadership extended a warm Saint Agnes welcome to **54 new physician residents and fellows**.

This marked the sixth class for Internal Medicine, Family Medicine welcomed its fifth, Emergency Medicine and Transitional Year programs welcomed their third, and Sports Medicine and Hospice and Palliative Medicine welcomed their first class of fellows.



GME | March RN Residency



GME | September RN Residency



GME | November RN Residency



GME | Family Medicine Graduates



GME | Internal Medicine Graduates

LIVING OUR MISSION

Saint Agnes values its colleagues who work together, to strengthen and build enduring relationships that provide the necessary resources to advance our health care mission, to nurture and care for the underserved, and to enhance technology and ministry services that will change the lives of people within our community.

Kudos to the 397 colleagues honored at our annual Service Awards! We are truly blessed to have such passionate, talented and committed colleagues. Together, these colleagues have contributed 5,180 years of combined service to Saint Agnes Medical Center – that is truly something to celebrate!



Brittany -

Social Worker Brittany Mihall embodies the definition of team player. Whether she's supporting a patient or helping new social work colleagues learn the ropes, Brittany can always be found lending a helping hand.

"I joined the social work team last year," a colleague says. "Since the day I joined, I have witnessed Brittany go above and beyond not only for our patients, but for our staff as well."

Brittany's unending patience and kindness help those around her feel valued and supported. Thank you, Brittany, for all you do to care for our patients and colleagues!

Joey -

Getting our patients where they need to be is exactly what Patient Transporter Joey Xiong does best. Joey has a strong work ethic and always makes sure that patients arrive at their treatments and procedures in a timely fashion.

"Joey has an outstanding bedside manner," a colleague says. "He is a true asset to our team here at Saint Agnes."

Thank you, Joey, for keeping our patients moving safely!



COMMUNITY HEALTH ADVANCEMENTS

The vision of Saint Agnes Medical Center is to be ‘the trusted health partner in central California.’ Over its long history, Saint Agnes has established a tradition of providing high quality health care and the latest medical advancements. Each advancement we make, no matter how exceptional, would not be possible without the people who make it happen - our dedicated staff members.

Valley family enjoys life-saving care Pulmonary embolism treatment gets an upgrade

In November 2022, Clifford Drum was having shortness of breath and felt dizzy. He knew something was wrong. Thanks to Saint Agnes’ NEW Pulmonary Embolism Response Team (PERT) – the first in the Valley – Clifford was able to receive the care he needed right here in Fresno.

“The ambulance came in. The fire department came through. They thought because of the pressure on the chest...like heart attack,” Clifford says. “The EMT, she says, ‘I don’t think so. I think you’ve probably got a blood clot.’”

A pulmonary embolism is the third leading cause of cardiovascular death after heart attack and stroke. It’s often difficult to diagnose because the symptoms look like other medical conditions.

All in the family

Three months later, Clifford’s daughter-in-law, Teresa Drum, began experiencing similar symptoms. Tests revealed that she too was suffering from a clot that had traveled to her lungs.

“I had a thyroidectomy in January, and then I noticed my ankle swelling. There was a lot of burning in my calf,” Teresa says. “I remembered Clifford’s story and thought to myself, ‘I’m too young to have that.’”

A week later, Teresa noticed she was having difficulty breathing, but it wasn’t until she

nearly passed out while standing up from a chair that she realized something was critically wrong and went to Saint Agnes.

Amazingly enough, the same team at Saint Agnes that helped Clifford performed the same procedure on Teresa and, thankfully, she enjoyed the same life-saving result.

The PERT difference

In an effort to improve the diagnosis and treatment of these conditions, Saint Agnes has joined leading hospitals across the country in developing the Central Valley’s first multi-disciplinary Pulmonary Embolism Response Team (PERT).

Our multimodal treatment approach includes conservative medical management, systematic lysis, and catheter-directed treatment such as thrombectomy and thrombolysis. Recent data suggests that the combination of a PERT team and thrombectomy can reduce risk by 90 percent in pulmonary embolism patients.

A breath of relief

Following the procedure, both Clifford and Teresa noticed an immediate improvement in their breathing. “You immediately feel like you can breathe again,” Teresa says. “I got back to my room, and I was like, ‘Okay, that’s what that’s supposed to feel like.’”

“I couldn’t ask for anything better,” Clifford says. “As far as I’m concerned, they saved my life.”

COMMUNITY HEALTH RECOGNITIONS

Our 2023 Patient Safety Excellent Award from Healthgrades proves once again that Saint Agnes is a leading hospital in the nation in patient safety. With safety being one of our core values and a top priority, we are excited to be recognized for the fifth year in a row.

Our Patient Safety distinction places Saint Agnes among the top 5% of all short-term acute care hospitals reporting patient safety data as evaluated by Healthgrades – the leading marketplace connecting patients and providers.

In Fiscal Year 2023, Saint Agnes Medical Center was also named a Blue Distinction Center+ for Cardiac Care, as a part of the Blue Distinction Specialty Care program.

Blue Distinction Centers are nationally designated providers that show expertise in delivering improved patient safety and better health outcomes, based on objective measures that were developed with input from the medical community and leading accreditation and quality organizations.

To receive a Blue Distinction Centers+ designation, hospitals must demonstrate expertise in delivering safe and effective cardiac care, focusing on cardiac valve surgery, coronary artery bypass graft (CABG), and percutaneous coronary interventions (PCI) episodes of care. Hospitals receiving a Blue Distinction Centers+ designation must also demonstrate better cost-efficiency compared to their peers.

We are incredibly proud of every member on our cardiac team for providing exceptional care for our patients. This award is a direct reflection of your dedication and hard work. Thank you for making Saint Agnes one of the best! Saint Agnes recognized for cardiac care.



COMMUNITY BENEFIT IMPACT

Saint Agnes Medical Center's Community Health and Well-Being (CHWB) strategy promotes optimal health for those who are poor and vulnerable in the communities. We serve by connecting social and clinical care, addressing social needs, dismantling systemic racism and reducing health inequities. Many Saint Agnes members are unable to follow their medical care plans because of non-medical barriers such as lack of financial resources, insurance, or transit. Through these efforts, Saint Agnes served about 173,000 individuals and their families.



Improving Access to Care

On Tuesday, February 14, the Fresno County Department of Public Health (FCDPH) launched the Rural Mobile Health program. The Fresno County Board of Supervisors allocated \$5.2 million dollars of ARPA funds for a 2-year program. As a part of this program, UCSF Fresno, Saint Agnes and Fresno State's Mobile Health Unit will provide medical services at no cost to agricultural workers and residents living in the rural areas of Fresno County.

Community Health Workers (CHWs) will also assist the mobile health events by providing education on various health related topics and help individuals connect with nearby primary care providers and social resources. The Rural Mobile Health program aims to make healthcare access more equitable for people living in the rural areas of Fresno County.

At the inaugural event at Terranova Ranch in Helm, California, community leaders – including Saint Agnes' own Ivonne Der Torosian (Vice President of Community Health and Well-Being) and Dr. Michael Moya (Family Medicine Residency Program Director) – spoke about the importance of health equity and access to quality care for residents throughout the county.

In the fiscal year 2023, Saint Agnes invested more than \$56,000 and provided care to nearly 300 people.

IMPACT AT A GLANCE – FISCAL YEAR 2023

Total net Community Benefit

\$84,982,822

Ministry for the poor

\$66,880,140

Ministry for the broader community

\$18,102,682

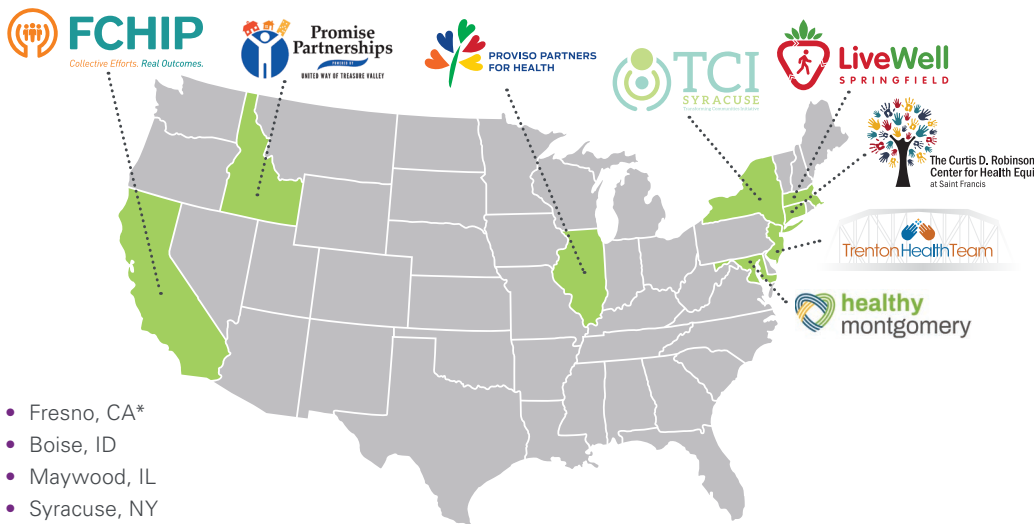
TRANSFORMING COMMUNITIES INITIATIVE



Neighborhood Safety

TCI is an innovative funding and technical assistance initiative, in partnership with Trinity Health, its Regional Health Ministries (RHM), community-based organizations and residents, that is striving to advance health and racial equity in our communities experiencing high poverty and other vulnerabilities. TCI investments are focused in 10 communities of color experiencing significant poverty across our Trinity Health footprint. Each RHM receiving TCI funding will collaborate with a multi-sector collaborative to develop and implement evidence-based strategies that advance health and racial equity through addressing at least one root cause of poor health identified in the most recent Community Health Needs Assessment (CHNA) Implementation Strategy.

In Fresno, Saint Agnes is funding Fresno Housing to work within the 93706 community of West Fresno and collaborate with residents living in the California Avenue Neighborhoods. With the help of the Community Justice Network, we are committed to shifting toward a community-centered public safety model designed to ensure the safety of all Fresno residents.



- Fresno, CA*
- Boise, ID
- Maywood, IL
- Syracuse, NY
- Springfield, MA
- Hartford, CT*
- Trenton, NJ
- Silver Spring, MD

*Fresno and Hartford were awarded in June 2016 at a lower funding level.

NATIONAL TECHNICAL ASSISTANCE PARTNERS



Aligned events

May 6th, 2023 – CAN Street Mural

West Fresno’s California Avenue Neighborhood Initiative created history this year with the installation of the first and largest street mural in the City of Fresno. The mural represents a “celebration of all the things that have happened that support sound and stable neighborhoods”, said Tyrone Roderick Williams, CEO of Fresno Housing. With the collaborative effort of our partners, we will continue the creation and ongoing maintenance of this community project and the promotion of safety in Southwest Fresno.

Starting in March 2023 – 93706 Market

Bridging access means creating opportunities for residents to celebrate where they live. The 93706 Market was a series of farmers markets that showcased cultural heritage through themed awareness months, powerful community engagement, and local vendors aiming to increase the availability of nutritious foods in areas with limited access offered within the heart of the agricultural industry in the Central Valley.

ADDRESSING SOCIAL DETERMINANTS OF HEALTH

In Fiscal Year 2023,

8,729

people received services

Navigating to Health

Fulfilling our mission to improve the health of our community and serve those in need, Saint Agnes continued its support of the Health Hub, and Substance Use Navigator programs. Both programs address social and clinical issues that impede good health. The evidence-based program takes a comprehensive approach to health care, in which caregivers treat clinical problems while Community Health Workers focus on identifying, defining and resolving social issues. As a result of this collaboration, patients achieve more successful outcomes. Our Substance Use Navigator program provided 404 patients experiencing substance use disorder with connections to care. Community Health Workers assisted 3,737 people in connecting to 5,459 medical and social care services. Top needs include:



Access to Care



Food Security



Financial Support



Housing



Transportation

Holy Cross Center for Health and Wellness

Operated by Saint Agnes Medical Center in with the Sisters of the Holy Cross for more than 25 years, Holy Cross Center for Women in downtown Fresno served as a day respite and learning center for homeless and low-income women and their children. In Fiscal Year 2022, Saint Agnes Medical Center partnered with WestCare California to redefine the Holy Cross Center to the Holy Cross Health and Wellness Center. The partnership expanded services at the downtown facility to better assist clients who are at risk or experiencing homelessness, substance use disorder, and behavioral health episodes. Today, services at Holy Cross included rapid rehousing services, parenting and financial literacy programs that promote self-sufficiency and family cohesion, diversion services to prevent homelessness, short-term case management to formerly incarcerated individuals, and outpatient treatment for substance use and behavioral health.

ADDRESSING OTHER NEEDS

Commitment to Health Equity

As part of our commitment to improving health equity in our community, Saint Agnes leaders, colleagues and providers came together for the MLK Health Equity Symposium on Monday, Jan. 16, to celebrate the legacy of Dr. Martin Luther King Jr. and recognize the ways in which his vision and tireless work remain relevant today – especially in the health care industry.

We were also proud to recognize two of our incredible community partners with the inaugural Saint Agnes Community Partner Award for their contributions to health equity and bridging gaps for minority communities. Congratulations to Shantay Davies-Balch, CEO of BLACK Wellness & Prosperity Center, and Genoveva Islas, Executive Director of Cultiva La Salud, for critical work in supporting our communities in greatest need.

“We are so proud to partner with these incredible women and their organizations in eliminating health disparities in the Central Valley,” says Ivonne Der Torosian, Vice President of Community Health Well-Being. “Thank you for raising your voices for the communities that need it most.”

Healthier Living Chronic Disease Self-Management Education

Health literacy and peer support are vital to the overall health of individuals. Saint Agnes continues its involvement and support for a community centered and integrated focus on health, healthy choices, wellness, and prevention. Saint Agnes invested \$4,826 in Chronic Disease Self-Management Education (CDSME), peer support and counseling sessions for its community members. CDSME programs provide older adults and adults with disabilities with education and tools to help them better manage chronic conditions such as diabetes, heart disease, arthritis, chronic pain, and depression.

Source: Chronic disease self-management education programs. ACL Administration for Community Living. (2022, August 26). <https://acl.gov/programs/health-wellness/chronic-disease-self-management-education-programs>

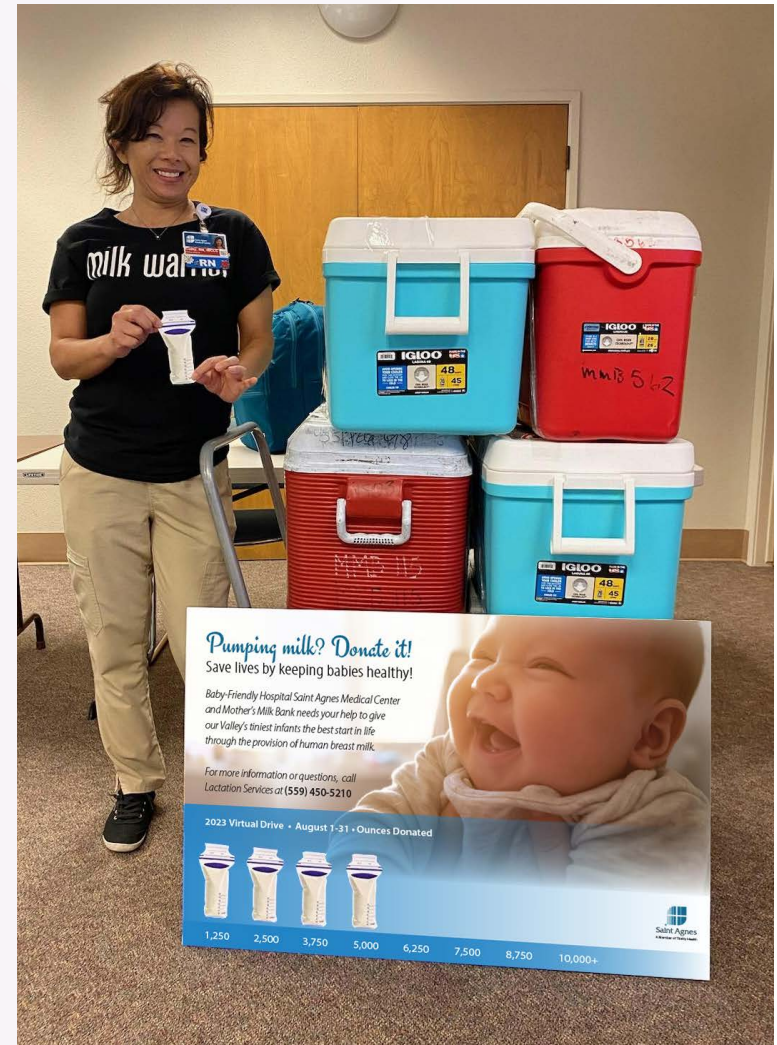
ADDRESSING OTHER NEEDS

Blood Drive

Roughly once a quarter, Saint Agnes hosts on-campus blood drives with our partners at Central California Blood Center. Typically, we host a drive at The Plaza on a Thursday and then one at the hospital on a Friday, that way we are able to include colleagues from multiple areas. We don't have any recent stats or photos available. Typically, 20-30 colleagues will donate at each drive. We did include an article about our partnership with CCBC in our spring issue of the Healthy Spirit Magazine which is sent to patients 2-3 times per year.

Breast Milk Drive

As Fresno County's only Baby-Friendly Hospital, we take our babies' (and our mommies') care seriously, which is why the Saint Agnes Medical Center and Mothers' Milk Bank hosted the Central Valley Breast Milk Drive to give our Valley's tiniest infants the best start in life through the provision of human breast milk. With the donation of mother's frozen milk, we were able to provide the essential nutrients for babies in need to survive. Every precious drop counts to help babies thrive during times of uncertainty.



THANK YOU

We extend our deepest gratitude for the support and partnerships created within the year. We have not only been able to fulfil our mission to serve together in the spirit of the Gospel, but also to be an example of how collectively, we can transform our communities with healing presence. We look forward to maximizing the successful outcomes we've made within the year and amplifying the voices of the communities we serve. We would like to extend our sincerest gratitude to our stakeholders, coalition partners and community members for trusting in our ministry.





Saint Agnes

A Member of Trinity Health

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