



20

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COMMUNITY
IMPACT REPORT



Saint Agnes
A Member of Trinity Health

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SAINT AGNES

MISSION, VISION STATEMENT, AND CORE VALUES

Our mission, vision and core values are our guiding principles that propel us to work tirelessly toward a community where everyone, regardless of their circumstances, can thrive.

MISSION

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.

VISION

Saint Agnes Medical Center will be THE trusted health partner in Central California through its unrelenting pursuit of excellence.

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.

A MESSAGE FROM OUR PRESIDENT



Gurvinder Kaur, MD, MHA

President and Market Leader
Saint Agnes Medical Center

Dear community members,

This is an exciting time to be involved in the health and well-being of our community. For over nine decades, our colleagues and physicians have remained dedicated to our healing mission to deliver exceptional care for the Central Valley. Today, Saint Agnes, and our partners at Trinity Health, are committed to improving access to the highest-quality care for everyone in our community.

This year, we improved access pathways by leaning into our electronic medical record system powered by Epic™. This new system allows for faster and safer transmission of patient information throughout the Medical Center and across our Saint Agnes Care locations. It also allows our health partners in the community to stay connected with their patients' treatment, creating a more seamless continuity of care. Additionally, our new MyChart patient portal makes it easy for patients to schedule appointments, speak with their medical team and pay bills, all in one convenient place, available 24/7 via mobile device, tablet or computer.

Saint Agnes grew its physical footprint this year with the opening of our comprehensive outpatient Imaging and Breast Centers. The combined 15,500-square-foot outpatient facility is designed to bring state-of-the-art technology and comfort together. Complete with cozy waiting areas, private dressing accommodations and spacious exam rooms, patients can expect expert care delivered with a personal touch. The combined center specializes in a full range of imaging modalities with screening and diagnostic mammography and breast MRI biopsy offered exclusively through our redesigned Breast Center.

The Community Health Well-Being team expanded our mobile health services in 2024 with the purchase of a Mobile Health Unit. This program, in partnership with Saint Agnes Family Medicine Residency, brings no-cost health care services to underserved areas throughout

Fresno County, providing much-needed primary care, vaccinations and point-of-care testing for communities who cannot access care otherwise.

Saint Agnes is also investing in the future of the Valley's health care as a teaching hospital with four physician residencies and a fellowship in sports medicine. This year, we have 116 residents and fellows in our programs. These residents are adding a much-needed, well-trained physician workforce to the Valley as many of our graduating residents choose to stay in the area for the continuation of their careers.

As our service offerings continued to expand, Saint Agnes was also thrilled to be named a Best Regional Hospital 2024-2025 by U.S. News & World Report, ranked No. 1 in Fresno and No. 49 in California. Saint Agnes was also named as a High Performing Hospital in eight care areas and was 1 of 98 hospitals nationwide to receive the inaugural award for Best Regional Hospital for Equitable Access. Hospitals in this category were recognized for excellent performance in both quality and care accessibility for historically underserved communities.

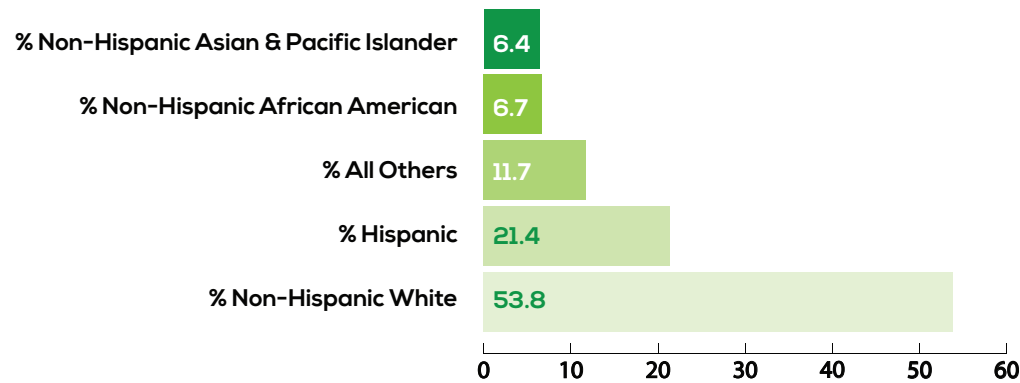
Saint Agnes remains committed to expanding access to the most advanced care for our community, which is why we have worked diligently this year to meet with local, state and federal legislators to advocate for the needs of our patients and hospitals – just like us – across the country.

We will continue to strive for excellent clinical outcomes, improved access and compassionate patient care for all the communities we serve. Thank you for trusting Saint Agnes to improve the health and well-being of the Central Valley.

SAINT AGNES BY THE NUMBERS

Saint Agnes Medical Center is a not-for-profit health ministry **servicing 2.1 million people** in its service area through its continuum of care. For 95 years, Saint Agnes has been the trusted health partner in the Central Valley. We remain committed to our healing mission, providing high-quality, safe and compassionate care for the whole person – body, mind and spirit.

Population Served*



Saint Agnes Medical Foundation (SAMF)



209,210
Total visits



75
Total Medical Group Providers

Graduate Medical Education (GME)



116
Total GME Providers

7 Primary Care locations:

- 2 Family Medicine
- 3 Internal Medicine
- 1 GME Family Medicine Residency Clinic
- 1 GME Internal Medicine Residency Clinic

7 Specialty Care locations:

- 2 OB-GYN
- General Surgery
- Bariatrics
- Cardiothoracic
- Orthopaedics
- Vascular

2 Urgent Cares

1 Occupational Health

1 Imaging Center

1 Breast Center

51 Internal Medicine Residents

24 Family Medicine Residents

24 Emergency Medicine Residents

16 Transitional Year Residents

1 Sports Medicine Fellow



*FY24 outpatient demographics are specific to Saint Agnes Medical Center and do not include medical encounters from the Saint Agnes Medical Foundation.

Saint Agnes Medical Center Board of Directors

The Board of Directors at Saint Agnes play a crucial role in advancing the Medical Center's healing mission. Our board members volunteer their time to ensure that the Medical Center provides the highest quality of care. They make recommendations for Saint Agnes' strategic plans and advocate for our community benefit ministry, among other responsibilities. At the core of Saint Agnes is a strong commitment to our community. We believe in the power of collective action, where every effort contributes to the greater good. Together, we are building a community where compassion, opportunity, and hope thrive. We are dedicated to meeting our growing population's diverse needs and healing the whole person – body, mind, and spirit.

THE FISCAL YEAR 2024 BOARD MEMBERS:



Michael Ballantyne
Chair SAHS



Sr. Mary Alice Bowler
CSC



Benjamin Carter
EVP & COO Trinity Health



Allen Evans, MD



Gurvinder Kaur, MD, MHA
President & Market Leader



Susie Kuszmar, LMFT



Judge Robert Oliver
Chair



David McFadyen
West Region
President & CEO



Terrence O'Rourke, MD



Pilar DeLaCruz
Samoulian, RN



Dalpinder Sandhu, MD
The Heart Group



Adam Richins
Vice Chair SAHS



Luis Santana



Ron Wathen, PE
Vice Chair



Janet Young, EdD

COMMUNITY HEALTH ADVANCEMENTS



**John Evanko, MD, MBA,
FACOG**

Chief Medical Officer
Saint Agnes Medical Center

Dear Saint Agnes medical community,

It is an honor and privilege to be a member of the Saint Agnes medical community, and I am excited to tell you about the many great things that are happening in our health system. There is great excitement and enthusiasm over the new senior management team assembled under Dr. Gurvinder Kaur's leadership. Trinity Health continues its strong support and commitment to Saint Agnes and the Central Valley with the construction and expansion of a brand-new \$130M Emergency Department expected to begin construction in 2025. This project will ensure continued service to our community for years to come, and will improve the lives of many of our neighbors.

Our Graduate Medical Education program continues to excel in training future physicians, and many are choosing to stay in the community in local practices and facilities. We are looking to expand our teaching programs with additional residencies and fellowships. We are strengthening our relationships with local medical schools in order to attract the best and brightest from the Valley to train in the Valley and serve in the Valley. We are also partnering with the Black Wellness & Prosperity Center to increase access to maternity care with our Count the Kicks program and are hosting their doula observation and training program.

We are continuing to add new technologies and innovative treatments, including new cardiac therapies to treat arrhythmias and valvular disease. U.S. News and World Report has recognized Saint Agnes as the No.1 hospital in Fresno and we were recognized in eight medical specialties. Our quality metrics continue to improve, and our commitment to patient safety and experience enhances the excellent care we provide.

“These residents are adding a much-needed, well-trained physician workforce to the Valley as many of our graduating residents choose to stay in the area for the continuation of their careers.”

Gurvinder Kaur, MD, MHA
Saint Agnes Medical Center
President and Market Leader

ADDRESSING HEALTH CARE SHORTAGES

Saint Agnes Medical Center has made a significant commitment to expanding opportunities for licensed and unlicensed health care providers. The organization provided **62,656 training hours**, benefiting **884 nurses and other professionals**. This substantial investment of **over \$17 million** in net Community Benefit underscores our unwavering commitment to developing a skilled and diverse health care workforce, ensuring that our community’s health needs are met with the highest standards of care. Our firm commitment to health care education, demonstrated through our collaboration with local colleges, universities and specialty schools, has enhanced health care education and shown the power of partnership in improving community health care.

This reassures our community that we are investing in the future of health care, making a significant difference in our community’s health.

Saint Agnes continues its commitment to educating the next generation of physicians through its Graduate Medical Education (GME) program, which addresses the Community Health Need Assessment’s finding of Not Enough Providers in the Central Valley. This program focuses on meeting the community’s health care needs by training and retaining local physicians. Saint Agnes welcomed new cohorts of physician residents, including those specializing in Family Medicine, Internal Medicine, Emergency Medicine and transitional year residencies. Additionally, the organization initiated a fellowship opportunity in community-based Sports Medicine. The GME program has significantly increased the number of local physicians, thereby improving access to health care in our community.

Saint Agnes was pleased to welcome its seventh class for Internal Medicine, the sixth for Family Medicine, the fourth for Emergency Medicine and Transitional Year programs, and the second class of fellows for Sports Medicine, including **53 new physician residents and fellows**, in June 2024.



2024 Graduate Medical Education Cohorts



GME | Family Medicine



GME | Transitional Year



GME | Emergency Medicine



GME | Internal Medicine



Nurse Residency Graduates

On June 7, **nineteen nurses** graduated from the Saint Agnes Nurse Residency Program! The **25th Cohort** presented their final projects to leaders from their units and the Nursing Education team before receiving their certificates of completion. We are incredibly proud of these nurses and look forward to seeing the fantastic work they will do for patients in the Central Valley.

LIVING OUR MISSION



Service Awards

Saint Agnes highly values its colleagues who work together to strengthen and build enduring relationships. These relationships provide the necessary resources to advance our healing mission, nurture and care for the underserved, and enhance technology and services that will change the lives of people within our community. We sincerely appreciate the **299 colleagues** honored at our annual Service Awards this year! We are blessed to have such passionate, talented and committed colleagues. Together, these colleagues have contributed **4,035 years** of combined service to Saint Agnes Medical Center – a collective effort that we can all be proud of!



FOR NURSES ADVANCING HEALTH EQUITY

HONORING NURSES INTERNATIONALLY
IN MEMORY OF J. PATRICK BARNES

DAISY Award Winners

The DAISY Award honors nurses who are committed to excellence and our Core Values. These extraordinary nurses go above and beyond their typical call of duty by consistently demonstrating their expertise and compassionate care with every patient.

We believe DAISY Award nominees represent the following:

Reverence

Connect with compassion and courtesy.

Commitment to Those who are Poor

Notice when others are suffering or struggling.

Justice

Build and maintain healthy and trusting relationships.

Stewardship

Support others in fulfilling our mission. I own every problem and seek to find resolution.

Integrity

Put people at the center of all I do by being present and attentive.

Safety

Provide an environment that prevents harm and nurtures healing for all.

Congratulations to Candy Zaranyika, RN, Labor & Delivery; Majda Isrep, RN, Emergency Room; Eva Rubio, RN, Practice Coordinator, 2-West; and Nubia Oliviera, RN Special, Palliative Care Services for your selflessness and incredible compassion for our patients!

COMMUNITY HEALTH AND WELL-BEING INTRODUCTION



Ivonne Der Torosian , MPA

Vice President, Community Health
and Well-Being
Saint Agnes Medical Center

Dear Community Members,

I am thrilled to share our Community Impact Report for Fiscal Year 2024 (FY24), a testament to the power of collaboration and shared purpose. In FY24, Saint Agnes and Trinity Health began assessing the total impact we have on community health, including traditional Community Benefit, Community Building, the shortfall on Medicare services expenses that are excluded from Community Benefit because they are offset by external funding and all Community Health Workers. Our ultimate goal in sharing the Community Impact Report is to demonstrate how our Catholic not-for-profit Health System makes a difference in the communities we serve – focusing on impacting people experiencing poverty – through financial and human resource investments. Saint Agnes Medical Center’s Community Impact in FY24 totaled \$142.3 million.

This year, we proudly unveiled our new Mobile Health Unit, a vital addition that enables us to provide expanded health services to underserved areas in rural Fresno County. With this initiative, we are reaching more people and ensuring greater access to care, no matter where they live. Our commitment to addressing social determinants of health remains central to our work. We are dedicated to creating pathways that empower patients to achieve their full health potential, recognizing that factors like housing, nutrition and education are essential to well-being.

Policy, system, and environmental change does not happen overnight. It takes strategic investments, meaningful partnerships, strong relationships and faith. In FY24 we saw our investment in the Southwest Fresno Food Corridor come to fruition with the opening of the Food Hub Distribution Center and its certified commercial kitchen.

Guided by our Core Values, we honor the dignity of every person, advocate for the sustainability of Earth, and work tirelessly to improve the health of our communities and each individual we serve. This report reflects the incredible efforts of our colleagues, physicians, volunteers and community partners who bring our mission to life. Together, we are building a healthier, more equitable future for all.

COMMUNITY BENEFIT OVERVIEW

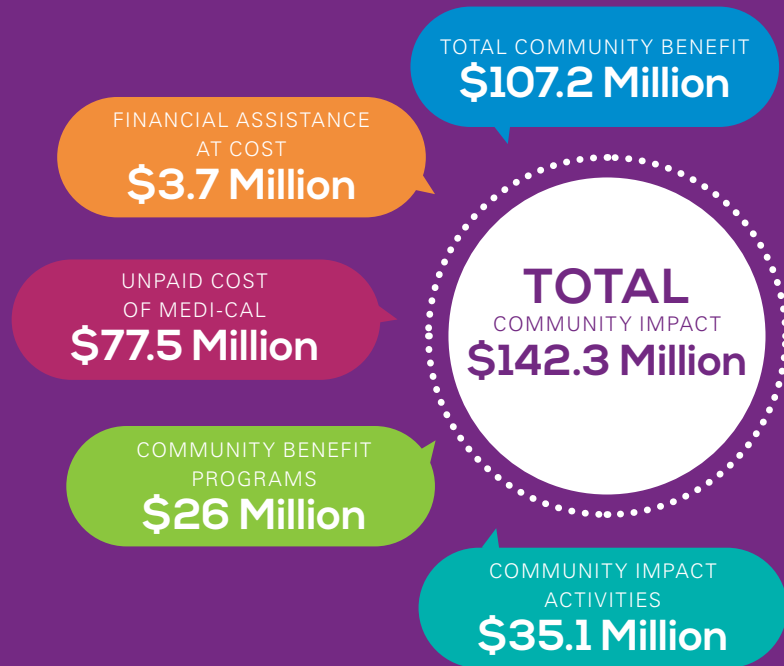
Saint Agnes Medical Center assesses and addresses the community's most critical needs. This analysis is completed using the triennial Community Health Needs Assessment (CHNA), a comprehensive process conducted in collaboration with local not-for-profit organizations and committees. The CHNA involves active participation from community residents and stakeholders to evaluate the overall health status of the greater Fresno region, identify the most urgent health-related needs and prioritize services to address those needs. The insights from this process guide our initiatives and resource allocation, ensuring we address the most pressing health issues in our community.

This comprehensive assessment, a result of our commitment to the community, has a profound impact on the health and well-being of the greater Fresno region, keeping you, our community members, informed and involved in our initiatives.

Saint Agnes, in collaboration with community partners, focused on developing and supporting Initiatives, while measuring their effectiveness to improve the following health needs:

- **Food Insecurity**
- **Safety/Neighborhood Crime**
- **Not Enough Providers/Treatment Location/Long Wait Times**

2024 COMMUNITY BENEFIT FINANCIAL IMPACT



ADDRESSING FOOD INSECURITY

Food Recovery

Saint Agnes took significant steps to address food insecurity by initiating a hospital-wide food recovery program. This program aimed to donate unused meals and food products to the Food-to-Share network, which prevents food waste and rescues surplus food. As a result of this effort, Saint Agnes contributed **7,241 pounds** of food for reallocation. Additionally, the medical ministry supported the St. Rest + Food to Share Hub project, which focuses on food recovery and distribution. This initiative led to the annual recovery of **over 1 million pounds** of nutritious food that would have otherwise gone to waste. The food was then distributed to families facing food hardship and financial constraints throughout the Central Valley.

Altogether, Saint Agnes provided **\$65,337** in net community benefit to **9,925 individuals** and their families, ensuring they had access to healthy foods.



Breastmilk Drive

As the first Baby-Friendly Hospital in Fresno County, we are committed to caring for our babies and mothers. We were thrilled by the support of our community and new moms at the annual Central Valley Breast Milk Drive hosted by Saint Agnes and Mother's Milk Bank of San Jose. By donating frozen breast milk from mothers, we provided essential nutrients for our youngest patients in California.

Our generous donors contributed over **5,000 ounces of frozen breast milk**, setting a new record! Every drop will help keep the Valley's tiniest infants healthy and nourished in their first days.

A big thank you to all our donors and special congratulations to our Women and Infants Services and Lactation Support colleagues for another successful Milk Drive! Your hard work and dedication to helping babies in need are greatly appreciated throughout the community.

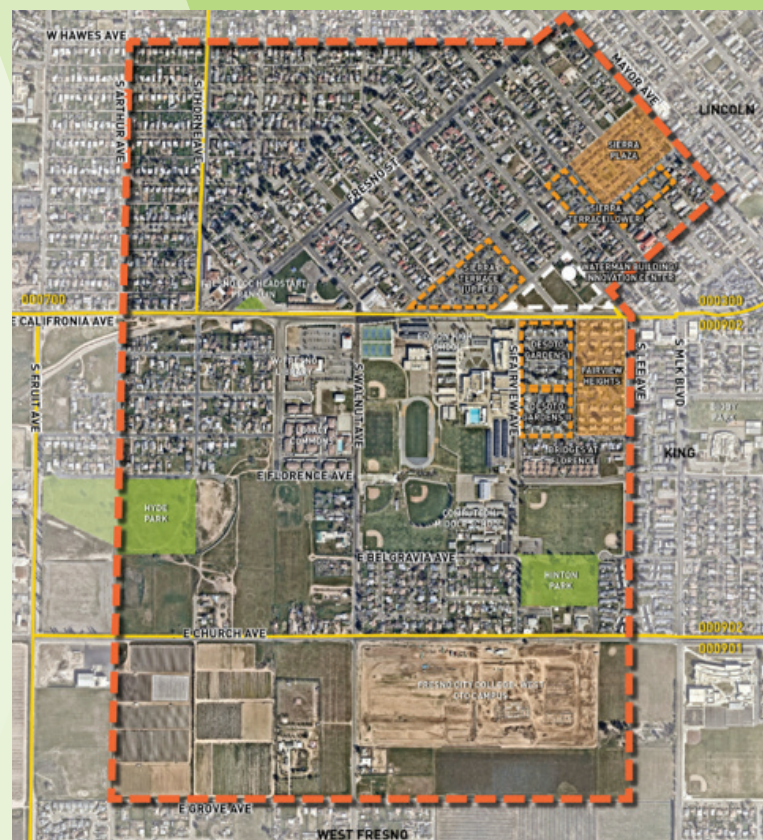


INCREASING SAFETY AND REDUCING NEIGHBORHOOD CRIME IN SOUTHWEST FRESNO

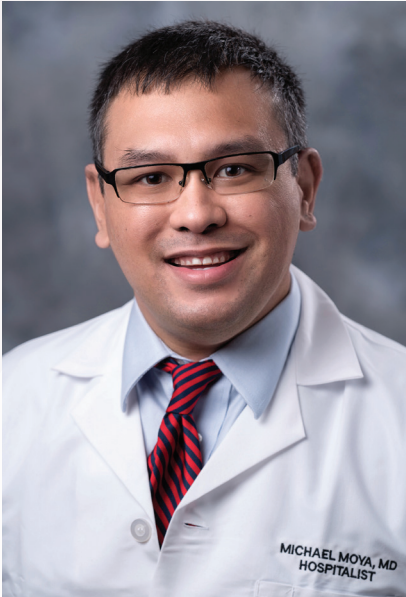
Transforming Communities Initiative (TCI)

Since its inception in 2022, Saint Agnes has maintained its commitment to Southwest Fresno with funding and technical assistance initiative in partnership with Trinity Health, Fresno Housing and the Community Justice Network (CJN). TCI aims to promote health and racial equity in communities with high poverty rates and other vulnerabilities. The TCI investments have facilitated the collaboration of multi-sector groups to develop and implement evidence-based strategies addressing various aspects of neighborhood safety and violence in the 93706 zip code. These include socioeconomic inequalities, structural racism, community cohesion, access to resources, crime rates and the physical and social environment, as identified in the most recent Community Health Needs Assessment (CHNA) Implementation Strategy.

In the FY24, Saint Agnes Medical Center contributed a total of **\$250,000** to support this initiative.



IMPROVING PROVIDER AVAILABILITY TREATMENT LOCATIONS, AND LONG WAIT TIMES



Michael Moya, MD

Interim Program Director,
Family Medicine

Our Mobile Health Unit is a crucial extension of our primary care services, with resident physicians from Saint Agnes' Graduate Medical Education Programs participating in regular weekly rotations to serve the community. This unit serves the entirety of Fresno County, focusing on underserved rural areas surrounding the urban center. Many patients benefit from continuity visits when the unit returns to these locations.

Staffed by dedicated faculty, resident physicians and medical students, the mobile unit travels a recurring circuit to remote sites, ensuring consistent and reliable medical care across the region. This ongoing presence fosters a seamless continuum of care, reinforcing our deep commitment to the communities we serve. The mobile unit offers resident physicians and medical students invaluable hands-on experience delivering patient care in a non-hospital setting, enriching their medical education and training.

The mobile unit is fully equipped with essential supplies, including medications, wound care and diagnostic tools, to meet a broad range of medical needs. These tools support a variety of tests, such as metabolic panels, hemoglobin screenings, lipid profiles, A1c checks, urinalysis, STD testing and pregnancy tests. Additionally, the unit is outfitted with point-of-care ultrasound and 12-lead EKG capabilities. Community health workers are also present to provide support, helping patients connect with primary care providers, including those at our residency clinic.

For our residents, the experience of serving patients through the mobile unit is an exceptional educational opportunity and a defining aspect of their continuity training. This experience deepens their understanding of patient care in diverse settings, preparing them to become adaptable, compassionate health care providers in the future.

Community Outreach

In the FY24, Saint Agnes Medical Center continued its partnership with the Fresno County Department of Public Health (FCDPH) to provide health services to communities in need through the Rural Mobile Health program.

Launched in February 2023, the two-year program is partially funded through a \$5.2 million allocation of American Rescue Plan Act (ARPA) funds by the Fresno County Board of Supervisors.

The Community Health and Well-being Department engaged in an impactful partnership with the Central California Food Bank to distribute **320 24-pound** shelf-stable food boxes to individuals experiencing food insecurity during the mobile health clinic events. To address other social factors hindering a person's overall well-being, we collaborated with the Fresno County Community Health Worker (CHW) Network to offer complementary health education, assistance with connecting individuals to nearby primary care providers, resource navigation and wrap-around services related to the social determinants of health to **1,012 individuals** in underserved, marginalized, and rural communities.

In May 2024, Saint Agnes enhanced the immediate care we could provide by unveiling a medical-grade mobile unit. Our mobile unit has allowed the Graduate Medical Education (GME) program to deliver privacy alongside timely and quality care when providing screenings, vaccines, physical exams and testing at no cost to community members.

Saint Agnes received certificates of recognition from the State Senate 12th district, California Legislators 8th and 31st districts, Assembly District 8th, and the City of Fresno.



Mobile Health Success Story

On May 30, 2024, a 71-year-old male patient visited the Saint Agnes Mobile Health Unit during a regularly scheduled clinic in a rural neighborhood of Selma. The patient, an agricultural worker, came to our unit with persistent chest and abdominal pain. The medical team quickly evaluated him, and an EKG revealed concerning findings. They advised the patient to seek immediate care at the emergency room (ER). Initially, the patient hesitated to go to the hospital that day because he was worried about missing work. However, with the doctor's counseling and focused care, he decided to visit the ER.

A month later, the patient returned to the Mobile Unit to express his gratitude and report that he had undergone emergency surgery that day due to peritonitis from a ruptured appendix. He mentioned that the pain had resolved and that, thanks to the team's care and counseling, he was able to reconnect with his primary care doctor. He expressed heartfelt gratitude, stating that the team's efforts had saved his life and empowered him to continue managing his health.

The patient's outcome could have been much worse without the team's dedication to promptly providing excellent medical discernment. The Mobile Health team's commitment to increasing access to the right health services and resources for patients in rural areas is a testament to the life-saving impact of the program and the comprehensive care it provides to our community members.

Emergency Department's Rapid Improvement Event (RIE)

In FY24 Saint Agnes set out to reduce emergency department overcrowding and patient wait time with an Emergency Department Rapid Improvement Experiment. Leaders from our emergency, laboratory, imaging, social services, the social care hub, and central transport departments came together for a two-day training session where they shared workflows and pathways and identified areas for improvement. The goal was to reach the national benchmark average of 152 minutes from registration to discharge, while maintaining high quality care to our patients.

We partnered with local Federally Qualified Health Centers, Enhanced Care Management programs, and our very own Saint Agnes Care offices to ensure that patients received appropriate follow-up care with improved care coordination.



ADVANCING SOCIAL CARE

Saint Agnes Health Hub

Saint Agnes is committed to ensuring that every person, regardless of economic status, has access to a standard of living that promotes overall health and well-being. This includes access to food, clothing, stable housing, medical care and essential social services.

To fulfill our mission of improving the health of our community and serving those in need, Saint Agnes has continued to support the Health Hub and Substance Use Navigator programs. These programs address social and clinical issues that impede good health. The Health Hub's Community Health Workers have facilitated over **3,050 connections** to primary care, specialty care, insurance enrollment, and social care resources, including food, transportation, health education, financial assistance, and housing support, as well as **213 behavioral health, substance use, and mental health services**.

The Health Hub's impact has improved health outcomes for clients and their families. It has also increased awareness among clinicians about the influence of social factors on an individual's health status. It's essential to ensure that the solutions proposed reflect the ever-changing times, making everyone a part of the solution.



Top needs include:



Access
to Care



Food
Security



Financial
Support



Housing



Transportation



Holy Cross Health and Wellness Center

Our downtown Holy Cross Center for Women had a rich history of over 30 years of public service, originally established by the Sisters of the Holy Cross and operating a day respite and learning center for homeless and low-income women and their children.

Now known as the Holy Cross Health and Wellness Center, it stands as a beacon of hope, providing holistic care through rapid rehousing services, parenting and financial literacy programs, and short-term case management. It also offers outpatient treatment for substance use and behavioral health. The center's diversion services are a testament to our commitment to preventing homelessness and aiding those experiencing homelessness by offering alternative solutions to individuals and families in crises.

In FY24, the center's impact was profound as it provided clothing, hygiene items, diapers, and self-care services to **over 5,200 low-income and unsheltered women and their families**. Saint Agne's investment of **\$332,311** in net community benefit supported these services, and our partnerships with WestCare of California and Kings View provided behavioral health, substance use, and mental health services to **over 440 individuals**. This expanded partnership has improved access to vital services and reduced waiting times for those at risk or experiencing homelessness, substance use disorders and behavioral health episodes, making a significant difference in our community.



Don't toss
your old
clothing,
Just Porch It!



Environmental Justice

Earlier this year, Saint Agnes committed to sustainable practices and partnered with EcoWorld and Just Porch It to create eco-friendly options for our community. We placed two clothing collection bins at the Saint Agnes Administrative Center at The Plaza and Saint Agnes Care Center Northwest to support textile recovery efforts.

This initiative involves collecting clothing donations and distributing the items to those in need. Clothing that couldn't be reused was recycled to reduce waste and harmful emissions from landfills. The funds generated from the recycling process were allocated to the Community Health and Well-being Department to directly support the Holy Cross Health and Wellness Center. This collaboration helped us to eliminate barriers and challenges for some of the most vulnerable members of our community. In 2024, donations collected by Saint Agnes have kept more than **14,580 pounds of clothing textiles** out of landfills.



WELCOME

2024

Dr. Martin Luther King, Jr.
HEALTH EQUITY SYMPOSIUM



OUR COMMITMENT TO DIVERSITY, EQUITY AND INCLUSION

Health Equity Symposium

On January 10, 2024, Saint Agnes leaders, colleagues, and community members gathered to honor Martin Luther King Jr.'s legacy and recognize the ongoing relevance of his vision and hard work in the Central Valley. We proudly presented the Saint Agnes Community Partner Award to three outstanding individuals for their efforts in promoting health equity and bridging gaps for underinvested communities.

Congratulations to Tiffany Mangum from the Transforming Communities Initiative and Fresno Housing, Keith Bergthold from RCI and Food-to-Share Hub, and Pastor DJ Criner from St. Rest and Food-to-Share Hub. We extend a special thank you to these dedicated individuals and the organizations they represent for their commitment to this crucial work.



"Injustice anywhere is a threat to justice everywhere. We are caught in an inescapable network of mutuality, tied in a single garment of destiny. Whatever affects one directly, affects all indirectly."

Dr. Martin Luther King, Jr.





Count the Kicks' Community Baby Shower

Saint Agnes partnered with Count the Kicks to organize our first Community Baby Shower at Gaston Middle School. The event aimed to raise awareness about prenatal education and how the Count the Kicks app can help improve childbirth outcomes. We were grateful for the support of our sponsors and local community-based organizations that provided various resources and special gifts for our event attendees. The success of this event is a testament to the power of community engagement and the positive impact it can have on our shared mission.



SUPPORTING OUR PATIENTS AND COMMUNITY

Chronic Disease Self-Management Program (CDSME)

Health literacy and peer support are vital to the overall health of individuals. Therefore, Saint Agnes continued its facilitation and support for a community-centered and integrated focus on health, healthy choices, wellness and prevention. Saint Agnes invested **\$4,227** 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.

2024 Wellness Club

Saint Agnes launched the 2024 Wellness Club as an opportunity for residents to participate in free wellness programs and workshops offered by community organizations throughout Fresno and Madera. Participation in the Wellness Club supports residents in living their best – and healthiest – quality of life while also providing opportunities to learn something new and make friends along the way!

Mental Health Grief Support

Saint Agnes recognizes that grief is a deeply personal experience, with each individual navigating its complexities in their own way. After the loss of a loved one, mental health becomes crucial, as the grieving process can significantly impact emotional well-being. It is essential to confront our feelings to heal and adjust to life without our loved ones.

We understand that neglecting grief can lead to complications such as depression, anxiety and other mental health issues. This underscores the importance of actively managing your mental state during this period of bereavement.

Our open support group allows members to attend as many or as few sessions as they wish. While sharing feelings is not mandatory, we encourage attendees to express their grief. In FY24, our Grief Support Group positively impacted **over 130 individuals** coping with the loss of a loved one.



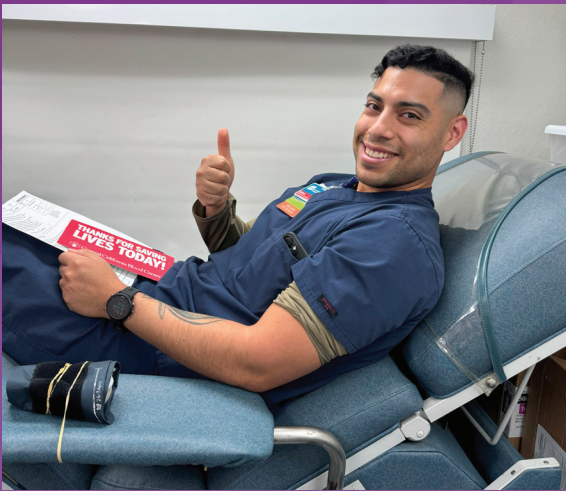


Blood Drive

Approximately once a quarter, Saint Agnes organizes on-campus blood drives in partnership with the Central California Blood Center. Given the ongoing critical demand for blood across the Central Valley, we are grateful to our colleagues who have donated throughout the year. By supporting local patients with the life-saving gift of blood, our colleagues contributed a total of **123 hours** to help save lives in the Valley!

Family Maternal Education

We are committed to supporting expecting mothers and their young children by enhancing the journey into pregnancy and building confidence. Our educational programs, which are entirely free provide an opportunity for mothers to connect with other babies while learning about pregnancy, labor, childbirth, breastfeeding, baby care, safety, and parenting. In fiscal year 2024, Saint Agnes contributed **about 80 hours** towards 1:1 education through this valuable and impactful program.



COMMUNITY HEALTH RECOGNITION

We were pleased and honored to share that Saint Agnes Medical Center has been named a Best Regional Hospital 2024-2025 by U.S. News & World Report, ranked No. 1 in Fresno and No. 49 in California.

Saint Agnes was named by U.S. News & World Report to its 2024-2025 Best Hospitals as a High Performing hospital for eight specialties, including: Chronic Obstructive Pulmonary Disease (COPD); Colon Cancer Surgery; Heart Attack; Heart Failure; Kidney Failure; Leukemia, Lymphoma & Myeloma; Pneumonia and Stroke. This is the highest distinction a hospital can earn for U.S. News' Best Hospitals Procedures & Conditions ratings.

Last, but certainly not least, Saint Agnes was 1 of 98 hospitals to receive the inaugural award for Best Regional Hospital for Equitable Access 2024-2025 by U.S. News & World Report. Hospitals in this category were recognized for excellent performance in both quality and measures related to access to care for historically underserved communities.

U.S. News evaluated nearly 5,000 hospitals across 15 specialties and 20 procedures and conditions; only 11% of evaluated hospitals earned a Best Hospitals ranking. Hospitals awarded a "Best" designation, U.S. News evaluated their performance on objective measures such as risk-adjusted mortality rates, preventable complications, and level of nursing care. The Best Hospitals Specialty rankings methodology and Procedures & Conditions ratings methodology measure patient outcomes using data from millions of records provided by the Centers for Medicare & Medicaid Services. This year, among other methodology refinements, U.S. News incorporated new data on care provided to patients with Medicare Advantage insurance and on care provided to outpatients, nearly doubling the number of patients included in its annual data analysis. The Procedures & Conditions ratings are based entirely on objective quality measures.



"For 95 years, our colleagues have remained dedicated to our healing mission of delivering exceptional care to the Central Valley, and I'm so proud their sacred work is being recognized. Saint Agnes is honored to stand alongside California's most prestigious hospitals – but even more rewarding is the daily work we do to care for those who need us most, right here in our community,"

Gurvinder Kaur, MD, MHA

President and Market Leader



BEST REGIONAL HOSPITALS

& WORLD REPORT
U.S. News

FRESNO METRO
RECOGNIZED IN 8 TYPES OF CARE
2024-2025



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