



Founded by the Sisters of the Holy Cross in 1929, Saint Agnes Medical Center has provided the highest quality and most compassionate care for Valley residents for over nine decades. Since opening our first 75-bed hospital on Fruit and Floradora avenues, Saint Agnes continues to lead and shape health care in the Central Valley. A lot has changed in the last 95 years, but our commitment to meeting the diverse needs of our growing population, and to healing the whole person – body, mind and spirit – still inspires everything we do.

To provide national support for our healing ministry, Saint Agnes and Saint Alphonsus Health System (Idaho and Oregon) joined together to form Trinity Health's West Region. This new venture allows us to optimize operational processes and streamline communication structures so we can keep our focus on what matters most – caring for our community.

Our growth continues with Saint Agnes Care, a nonprofit subsidiary of Saint Agnes Medical Center, comprised of primary, specialty and urgent care clinics. To provide better access and more convenient care, we continue to focus efforts on expanding telehealth and online scheduling capabilities for primary, urgent and specialty care.

Saint Agnes also continues to have success with its six accredited physician residency and fellowship programs and is proud to be Fresno's first nationally recognized Baby-Friendly Hospital.

As our physical and virtual footprints grow, Saint Agnes remains committed to maintaining critical partnerships and to nurturing important relationships throughout the community in order to provide our patients the high-quality care they deserve. Guided by the values first inspired by the Sisters of the Holy Cross, Saint Agnes strives to be a blessing to the people of our Valley.

Cover photo: Candy, RN (DAISY Award winner)

Our 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.

Our Vision

As a mission-driven innovative health organization, we will become the national leader in improving the health of our communities and each person we serve. We will be the most trusted health partner for life.

Our Core Values

- Reverence
- Commitment to Those Experiencing Poverty
- Safety
- Justice
- Stewardship
- Integrity

Board of Directors

As a result of our Trinity Health West Region affiliation, our Board now contains members from Trinity Health and Saint Alphonsus.

- Judge Robert H. Oliver, *Chair*
- Odette Bolano, *Trinity Health West Region President & CEO*
- Gurvinder Kaur, MD, *President and Market Leader*
- Benjamin Carter, CPA, FHFMA, *Trinity Health*
- Ronald J. Wathen, PE, *Vice Chair*
- Michael Ballantyne, *Saint Alphonsus*
- Sister Mary Alice Bowler, *CSC*
- Pilar De La Cruz Samoulian, RN, MSN
- Allen Evans, MD
- Susan Kuszmar, LMFT
- Terrence O'Rourke, MD
- Adam Richins, *Saint Alphonsus*
- Dalpinder Sandhu, MD
- Luis Santana
- Janet L. Young, EdD
- Rick Wolf, *General Counsel*



Saint Agnes Outpatient Care Services and Outreach Programs

- Holy Cross Health and Wellness Center
- Home Health and Hospice
- Outpatient Infusion Center
- Outpatient Surgery North
- Saint Agnes Physician Residency Clinics
- Saint Agnes Health Hub
- Saint Agnes Wound Care Hyperbaric Medicine and Amputation Prevention

Saint Agnes Care

- Advanced Laparoscopic & Robotic Surgery
- Breast Center
- Cardiology
- Cardiothoracic Surgery
- Family Practice
- General Surgery
- Imaging Center
- Internal Medicine
- Metabolic & Bariatric Surgery
- Obstetrics and Gynecology
- Occupational Health
- Orthopaedic Surgery
- Pain Management
- Sports Medicine

Partnerships

- California Cancer Associates for Research & Excellence (cCARE)
- Central Valley Health Plan (CVHP)
- Central Valley Medical Providers (MedPRO)
- Fresno Surgical Hospital
- Renaissance Surgery Center
- Summit Surgical
- Valley Children's Healthcare
 - Levels II and III Neonatal ICU
 - Maternal Fetal Center

Highlights

- Dr. Gurvinder Kaur named President and Market Leader (effective Jan. 2024).
- Regionalized with Saint Alphonsus Health System (Idaho & Oregon) to form Trinity Health West Region.
- Welcomed new senior leaders: *Chief Medical Officer, John Evanko, MD; Chief Nursing Officer, Cheryl Harless, DNP; Chief Development Officer, Sara Fraunheim; Vice President of Operations, William Eyo; Director, Business Development & Strategy, Akkara Srauy; Director, Marketing & Communications, Casey Fares; and Mission Leader, Jim Smith.*
 - First hospital in the Central Valley to implement a Security K-9 program.
 - Continued preliminary work on our Emergency Department expansion.



- Opened Outpatient Infusion Center.
- Grand Opening of Saint Agnes Imaging Center and the redesigned Breast Center.
- Launched new electronic medical record powered by Epic™.
- Launched Rural Mobile Health Program with partners at Fresno County and CalViva Health.
- First in the Central Valley to implement a Pulmonary Embolism Response Team (PERT).
- Graduate Medical Education welcomed 51 residents and its first three fellows to its newly accredited Hospice and Palliative Medicine and Sports Medicine Fellowships.
- Celebrated the graduation of 36 Internal Medicine, Family Medicine and Transitional Year residents.
- The Nurse Residency graduated 49 nurses from the program.
- Received Healthgrades America's 100 Best Hospitals for Spine Surgery for the third year in-a-row.
- Received Healthgrades Patient Safety Excellence Award (2023).
- Named Blue Distinction Center+ for Cardiac Care by Blue Shield California.
- Received the 2023 Superstar Award for Large Birth Volume Hospitals from the California Maternal Quality Care Collaborative (CMQCC).
- Awarded the Stroke Gold Plus Award by the American Heart Association.
- Saint Agnes Metabolic & Bariatric Surgery renewed accreditation with American College of Surgeons (ACS) Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program (MBSAQIP).
- Saint Agnes Hospice celebrated 45 years of service in the Central Valley.



Statistics (FY23 data)

- Licensed beds: 436
- Staff: 3,382
- Volunteers: 66
- Discharges: 25,248
- Outpatient visits: 354,274 (includes Saint Agnes Care visits)
- ED visits: 74,544
- Medical Staff: 740
- Total operating revenue: \$603 million
- Total community benefits for the poor and broader community: \$85 million
- Service area population: 1,172,991





Cover photo: Our Community Health Workers

Saint Agnes Medical Center's mission to heal body, mind and spirit has remained constant since its humble beginning. The patients we serve, the families we help, and the lives we touch daily are changed forever by the dedication and compassion of our staff. But beyond these hospital walls, our healing ministry reverberates throughout the Valley, contributing to the health and well-being of thousands of individuals. As ambassadors, we support numerous causes and programs – we educate, counsel, partner, volunteer and train – offering financial assistance along with the time and energy of our staff, physicians and volunteers. We passionately support civic, religious and social entities in the community, as well as thousands of underserved, uninsured and homeless individuals. And our work continues.

Improving Access to Care

Saint Agnes is proud to partner with 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 funded through a \$5.2 million allocation of American Rescue Plan Act (ARPA) funds by the Fresno County Board of Supervisors. Saint Agnes, University of California San Francisco-Fresno and Fresno State's Mobile Health Unit provide medical services at no cost to agricultural workers and residents living in the rural areas of Fresno County.

Community Health Workers (CHWs) also assist at 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 health care more accessible and equitable for people living in rural Fresno County. In Fiscal Year 2023, Saint Agnes invested more than \$56,000 and provided care to nearly 300 individuals.

Saint Agnes Health Hub

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 to address social and clinical issues that impede good health. The evidence-based programs take 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. In 2023, Community Health Workers assisted 3,737 people in connecting to 5,459 medical and social care services, and the Substance Use Navigator program connected 404 patients experiencing substance use disorder to care services. Top needs for our community include access to health, food security, financial assistance, housing and transportation.



Holy Cross Health and Wellness Center

In response to shifting needs in Downtown Fresno, Saint Agnes made the decision to transform the Holy Cross Center for Women into the Holy Cross Health and Wellness Center. The reimagined center expands necessary services at the downtown facility to better assist clients who are at risk of or are experiencing homelessness, substance use disorder and behavioral health episodes. Managed in partnership with WestCare California and Kings View Behavior Health, new services include 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. In 2023, 4,588 individuals benefited from services.

Transforming Communities Initiative

The Transforming Communities Initiative (TCI) is an innovative funding and technical assistance initiative managed in collaboration with Saint Agnes, its parent company Trinity Health, community-based organizations and residents to advance health and racial equity in our communities experiencing high poverty and other vulnerabilities. TCI investments are focused in 10 communities of color across the Trinity Health System experiencing significant poverty – including our community right here in Fresno. As a member of this program, Saint Agnes coordinates with the multi-sector collaborative, Fresno County Network of Care, to develop and implement evidence-based strategies that advance health and racial equity by addressing at least one root cause of poor health identified in the most recent Community Health Needs Assessment Implementation Strategy.



Through the program, Saint Agnes is funding the work of Fresno Housing within the 93706 community in West Fresno and collaborating 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.

Community Partnerships

In 2024, Saint Agnes formed community partnerships to provide those most vulnerable in our community with clothing and food.

Just Porch It – an extension of parent company EcoWorld – is a free collection service for unwanted clothing, shoes, bedding, accessories and other soft goods. Just Porch It utilizes both collection bins and free home pick-up services to collect donations. Items suitable for reuse are distributed to serve people in need, while clothing deemed unsuitable is recycled to keep it out of landfills. Funds generated from recycled donations are given to Saint Agnes' Community Health and Well-Being team to support their work of improving access to essential services and resources for the most vulnerable in our community.



Food to Share – a program run by Fresno Metro Ministry – is a community food partnership that provides unique opportunities to address both food insecurity and environmental solutions. Through this partnership, Saint Agnes is able to divert edible food from landfills by donating it to Food to Share, who then redistribute it to neighborhoods in food deserts, shelters, churches and other local agencies.

Healthier Living

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, wellness, healthy behaviors and prevention. In 2023, Saint Agnes invested \$4,826 in Chronic Disease Self-Management Education (CDSME), peer support and counseling sessions for community members. These programs provide education and tools for older adults and adults with disabilities to help them better manage chronic conditions such as diabetes, heart disease, arthritis, chronic pain and depression.

Community education opportunities

Internal and external educational programs are vital to the overall health of Saint Agnes' service area. Thanks to specialists in a variety of subjects, Saint Agnes is able facilitate programs that meet the specific needs of Valley residents including:

- Amputee Support Group
- Diabetes Prevention
- Grief Support Group
- Family Maternity Education
- Healthier Living – *Chronic Disease Management*
- Life After Loss Support Group
- Ostomy Support Group
- Women's Health – *wellness, stress and postpartum*



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