2027 Health Equity Plan
Sutter Surgical Hospital – North Valley

Overview

At Sutter Health, we believe that every person deserves compassionate, high-quality care - no matter who they are. We are committed to addressing gaps by ensuring that patients receive the care, support, and resources they need to live a healthier life.

We recognize that factors like race, ethnicity, age, income, language, disability status, sexual orientation, gender identity, and access to services can influence health outcomes. That's why we work every day to remove barriers to care, listen to our patients' unique needs, and provide support to achieve better health.

As a national leader in healthcare quality, Sutter Health participates in the Hospital Equity Reporting Program developed and administered by California's Department of Health Care Access and Information (HCAI). This annual reporting initiative - guided by the Hospital Equity Measures Advisory Committee - requires hospitals to publicly share data on patient access, quality and outcomes across key demographic dimensions. It also includes a plan to prioritize and address identified gaps.

This strategic plan identifies the top 10 differences in health outcomes between patient groups and explains how the hospital will address those gaps. For each difference, the hospital must show which group is affected, which group is doing best, how big the gap is, and what actions will be taken to help improve outcomes.

Whether it's through linguistically and contextually appropriate care, community partnerships, or personalized health resources, we strive to create an environment where patients receive optimal care for their condition.

Patient Experience Measures

HCAHPS survey: Received information and education
HCAHPS survey: Would recommend hospital

Measure: HCAHPS-Received Info and Education

Survey Question: During this hospital stay, did you get information in writing about what symptoms or health problems to look out for after you left the hospital? *Yes, No*

Description of Interventions:

Helping patients and families understand how to care for themselves after leaving the hospital is an important part of Sutter commitment to connected, compassionate care. Care teams use a combination of verbal explanations, written materials, teach-back techniques, and digital tools to help patients feel prepared, informed, and confident when transitioning home.

As part of the ONE Sutter Experience, caregivers are trained to use **relationship-centered communication practices** and the **Three-Step Communication standard**, helping ensure patients receive clear explanations about their condition, medications, follow-up care, warning signs, and recovery expectations. Care teams reinforce this information throughout the hospitalization, including during purposeful rounding, bedside shift handoff discussions, discharge planning conversations, and leader rounding encounters.

In 2026, Sutter Health continued to strengthen its focus on patient education through a multidisciplinary **Patient Education Governance Committee**, which helps ensure patients receive the right information, to the right patient, at the right time. The committee supports the development, review, and distribution of evidence-based, patient-friendly educational materials that are clear, accessible, and available in patients' preferred languages whenever possible. These materials are used by care teams across the continuum of care and are available in both print and digital formats.

Patients and families also benefit from tools that keep them informed throughout their stay. **MyChart Bedside and MyHealthOnline** provide convenient access to information about the hospitalization, care plans, medications, tests, and discharge instructions, helping patients and designated family members stay engaged in care decisions and prepared for recovery after discharge. Written discharge instructions and after-visit summaries include important information about symptoms or health problems to watch for, medication guidance, follow-up appointments, and when to seek additional medical attention.

Sutter Health further supports these efforts through Experience of Care Summits, Communities of Practice, RN Peer Coaching, and Get-to-Green Improvement Sprints that focus on improving communication, patient understanding, and discharge readiness across care settings. By combining clear communication, reliable education practices, and accessible written resources, Sutter Health aims to ensure every patient leaves the hospital with the information needed to safely recover and manage their health after discharge.