2016 IMPACT REPORT

Building a Healthier Community
TOGETHER



Better Health
East Bay
Sutter Health



Vince Forte (left) and Jim Hickman

A YEAR FULL OF IMPACT

Looking back on 2016, we marvel at the impact our donors, staff, leadership, Board of Trustees and volunteers had on the East Bay community. Each one of you showed a deep dedication to a philanthropic partnership that unleashes our community's generous spirit and turns inspiration into action.

With your support, we invested in the development of innovative approaches to healthcare delivery, like the purchase of the **Synaptive BrightMatter** technology for neurosurgery. We launched **PreManage ED** at four Sutter Health hospitals and two Alameda Health System hospitals in the East Bay, enabling us to collaboratively care for some of the most vulnerable and complex patients — like "Justine," whom you'll meet in this report.

One generous donor provided a $4 million gift that will will kick-start the creation of the **Carol Ann Read Breast Health Program**, an extension of the Carol Ann Read Breast Health Center, and build the first regional breast health program in the East Bay. With matching gifts from individuals, foundations and corporations, we will be able to expand our streamlined and compassionate patient-centered care to improve breast cancer screening and detection for all women in our region.

Finally, we continued to fund well-loved programs, like **Every 15 Minutes**, **Youth Bridge** and the **Diabetes Resource Project**. And we completed our three-year strategic plan, which will guide us through 2017 and beyond.

We salute each one of you who has helped fulfill our mission in 2016: our donors, Board of Trustees, volunteers and staff. On behalf of all of us at Better Health East Bay, thank you for your ongoing support and commitment to our community. We look forward to many more years working in partnership with you.

Sincerely,

Jim Hickman
CEO, Better Health East Bay

Vince Forte
Chair, Board of Trustees

BOARD OF TRUSTEES



(From left to right) Front Row: Vince Forte (2017 Chairman of the Board), Jim Hickman (CEO, BHEB), Becky Manning, Kathryn Colemere, Dr. Donna Tigno

Back Row: Dr. Arash Foroutani, John Gates, Dr. Sam Choi

Not Pictured: Darrell Sooy (2016 Chairman of the Board), Rob Warren, Joe Connell

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ALTA BATES SUMMIT MEDICAL CENTER



Terry Glubka, RN, MBA, CEO
EDEN MEDICAL CENTER



Dori Stevens, RN, CEO
SUTTER DELTA MEDICAL CENTER



Roger Larsen, Interim CEO
SUTTER EAST BAY MEDICAL FOUNDATION

TELE-CARE

is a free phone contact program at Alta Bates Summit Medical Center. Clients include those who are isolated, convalescent, handicapped, at risk, or simply in need of a caring, friendly voice. Tele-Care clients have shown a 17% reduction in ER visits.

Tele-Care volunteers make

10,000

calls a month to clients ranging from 49 to 107 years old.



YOUTH BRIDGE

is a free, career development program that connects Oakland-based students with physicians, mentors and teachers who serve as role models and advisors. In 2016, Youth Bridge served

220

college, high school and middle school students.

"Everyone with diabetes should go through these classes. I feel like I've avoided an avalanche that was headed my way."

CLASS ATTENDEE

2016 NOTABLE RELEASES

EVERY 15 MINUTES is a drunk-driving prevention program founded by the California Highway Patrol in 1995, made possible in part by philanthropic support from Better Health East Bay. Staff from Eden Medical Center volunteered at the May 2016 **EVERY 15 MINUTES** Program at Castro Valley High School, with participation from 1,500 students.

NEUROSCIENCE

In 2016, Eden Medical Center cared for over 240 complex stroke patients transferred from more than 32 hospitals in a 180-mile radius.



PREMANAGE ED

East Bay hospitals now have a new platform called PreManage ED to consolidate information on complex, vulnerable patients. In just 3 months, Alta Bates Summit Medical Center registered 16,119 patients in PreManage ED, with nearly 10% of those patients having had 6 or more emergency room visits in the past 12 months.

BREAST HEALTH

Since 2008, 3,746 breast cancer cases have been diagnosed at Carol Ann Read Breast Health Center, with patient numbers exceeding

300,000

ORTHOPEDICS

In 2016, Alta Bates Summit Medical Center performed approximately 150 shoulder replacement surgeries, 246 hip fracture repairs and

730

hip and knee replacements.

DIABETES RESOURCE PROJECT

At Sutter Delta Medical Center, over 200 patients participated in diabetes self-management training. At Alta Bates Summit, over 500 patients participated in the inpatient diabetes discharge program.

Those who attended diabetes classes at Sutter Delta had a 58% reduction in Emergency Department visits and re-hospitalizations.



WOMEN AND INFANTS

7,666

babies were born and 990 admitted to the NICU in 2016 at Alta Bates Summit, Eden and Sutter Delta Medical Centers.



Margo Lewis-Harper's family (above) appreciates the services Margo received at Carol Ann Read Breast Health Center (opposite, top), including the tomosynthesis technology that detected her cancer at an early stage.

Joining Forces To Battle **BREAST CANCER**

It all started with an anonymous, $4 million gift.



In October, a donor presented that jaw-dropping "kick-starter" gift to **Carol Ann Read Breast Health Center** at Alta Bates Summit Medical Center with the intention of improving early breast cancer screening and diagnosis, outreach and patient support services for women. Now, that gift has become the catalyst behind an expansion of services at Carol Ann Read Breast Health Center that will improve women's access to advanced screening technology and support programs at Alta Bates as well as Sutter Delta Medical Center and Eden Medical Center.

Over the next five years, Sutter Health will focus on building the Carol Ann Read Breast Health Program through new equipment, additional patient navigation and community outreach. Here's why those goals are so important to our mission:

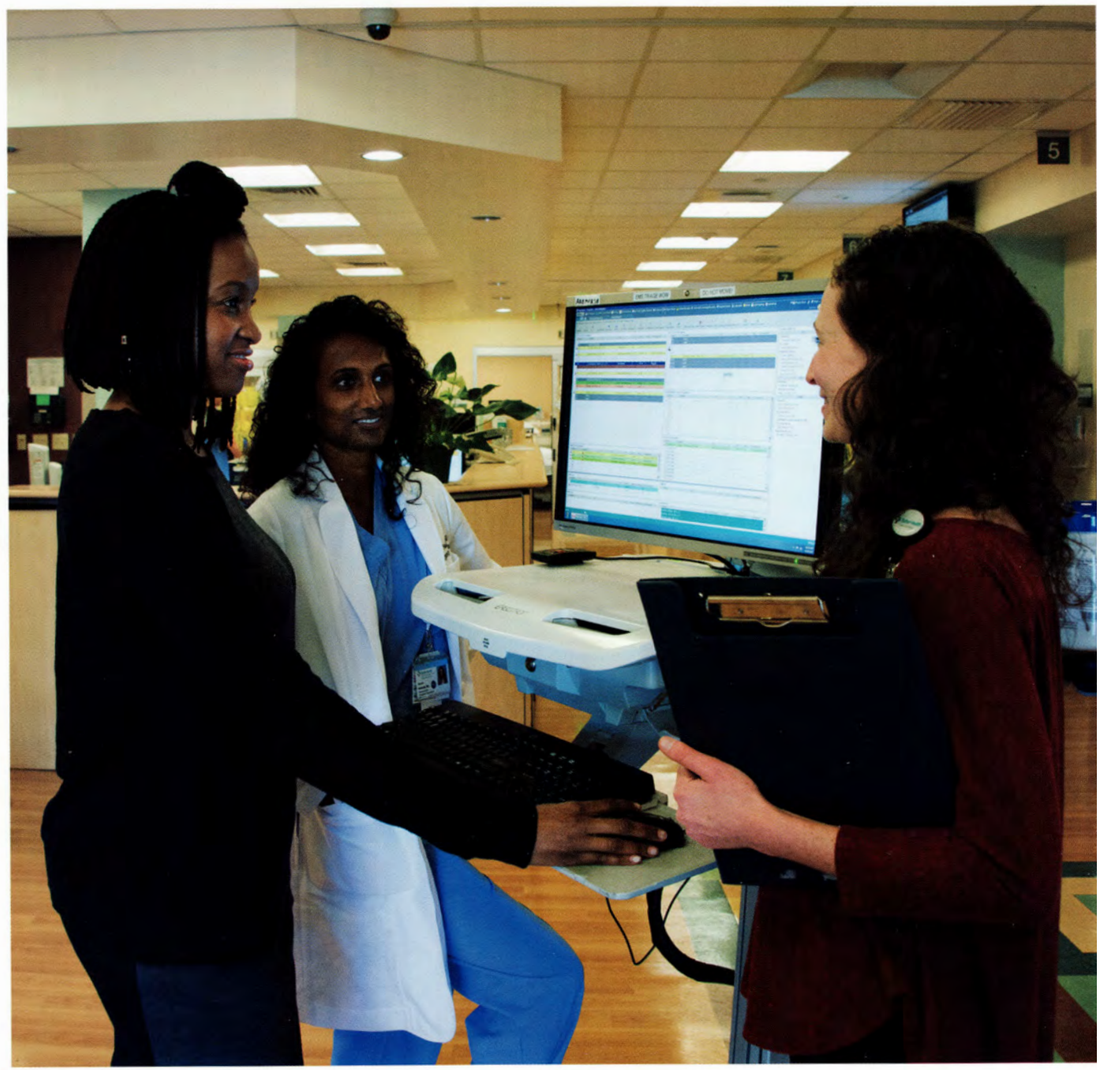


- Purchasing **state-of-the-art diagnostic equipment** at each affiliate hospital in the East Bay will allow us to reach more patients like Margo Lewis-Harper. Three-dimensional tomosynthesis technology allowed the staff at Carol Ann Read Breast Health Center to find a micro calcification in Margo's breast that might not have been spotted so early otherwise. "They caught it so early and that made the difference. It was early-stage in situ, and so was only able to be seen with the new, 3D mammogram system," she says.

- Expanding the **Patient Navigator Program** will help us bring individualized assistance and support to women with breast cancer and their families at all Sutter Health hospitals in the East Bay. Patients in the Patient Navigator Program experience an extra level of support that allows them to focus on getting better. Says Katrina English, "Leslie, my navigator, was with me every step of the way. I never felt alone; I really felt supported. I can't even begin to say what she means to me."

- Improving community outreach will connect more women with breast health services—especially those in underserved populations. Since receiving the kick-starter gift, Better Health East Bay and its healthcare partners have funded a stereotactic breast biopsy unit, engaged over **40 community partners** in coordinating referrals and supportive services and secured a partnership with Uber for their new Community Credits program.

One donor's $4 million gift launched this ambitious and exciting plan. But it will require the combined efforts of grateful patients, loyal donors, Sutter Health and Better Health East Bay to ensure that every woman in the East Bay has access to effective, state-of-the-art services to battle—and defeat—breast cancer.



PreManage ED users and Emergency Department Social workers Erika O'Bannon and Rina Breakstone discuss coordinated patient care with an Emergency Department physician in the Alta Bates Summit Emergency Department.

Coordinating Care For **FREQUENT ER USERS**

Thirty-seven years old and homeless, "Justine" is one face among many who frequently visit East Bay emergency rooms. She struggles with alcohol addiction and a seizure disorder, as well as other health issues, which have led her to visit the emergency room at Sutter Health's Alta Bates Summit Medical Center 40 times in a 12-month span.

The hospital's medical staff and social workers know Justine and care about her welfare. They have prescribed seizure medications and referred her to support services in hopes that she will find permanent housing and kick her alcoholism. But until recently, they had no way to track what happened to Justine once she left the emergency department, and whether she received treatment from other hospitals. That made it nearly impossible to make sure Justine gets the help she so desperately needs.

Now, thanks to a partnership between Sutter Health and Alameda Health System, six East Bay hospitals have a new, secure, web-based platform called **PreManage ED** that registers and consolidates information on complex, vulnerable patients like Justine. This not only provides important data on this population and the issues they face, but it ensures that health and social service providers can better coordinate services and reduce expensive duplication. The system initially was launched in March 2016 at the Alta Bates Summit campuses in Oakland and Berkeley. Over the next three months, it was rolled out to Eden Medical Center, Sutter Delta Medical Center, Highland Hospital and San Leandro Hospital.

Here's how it works: When patients check in at a participating Emergency Department, PreManage ED flags those who meet a threshold for the total number of ED visits within a particular time frame. It also displays selected information from the patient's health history on a summary report. The summary report can be viewed by any PreManage ED user at any of the six hospitals to inform their clinical decisions. For example, emergency deparment physicians have reported that they order fewer tests if they know one has just been done at another hospital.

Pre-Manage ED is the first step in building an interconnected network in Alameda County that helps coordinate care for the most vulnerable patients in the system. Since April 2014, the system has identified 163,000 ED visits by people who meet the criteria. Ten percent of those were patients who had been to a participating emergency room three times in the past 30 days, and nearly 27 percent made five or more visits in the last year. Next steps will include manually inputting additional care data on patients so that participating hospitals can get a deeper sense of each patient's health history. Little by little, community members like Justine are receiving the coordinated help and support they need to improve their lives and health—exactly what donors to Better Health East Bay hope to accomplish.

"Thanks to Premanage ED, we're now developing a complete picture of these patients' health and treatments—including information from other hospitals—which allows us to look deeply at their needs and determine where and how they can get the most appropriate care."

Tracy Schrider
Administrative Supervisor of Social Services, Alta Bates Summit Medical Center

PREMANAGE ED WAS MADE POSSIBLE BY PHILANTHROPIC INVESTMENT FROM **BETTER HEALTH EAST BAY** AND A **$75,000** GRANT FROM **THE CALIFORNIA HEALTHCARE FOUNDATION.** PARTNERS INCLUDE COLLECTIVE MEDICAL TECHNOLOGIES, SUTTER HEALTH MEDICAL TEAMS AND SUTTER RESEARCH, DEVELOPMENT AND DISSEMINATION



Neurosurgeon Lawrence Dickinson, M.D., says the new BrightMatter technology has revolutionized his ability to safely perform complex surgeries.

"GAME-CHANGING" TECHNOLOGY

Makes Delicate Surgeries Safer

A woman gets devastating news from her doctor: she has a tumor in a difficult-to-reach part of the brain. And although removing the tumor could improve her symptoms, accessing it could put her at risk of significant brain damage.

These are the agonizing choices patients, their families and surgeons face every day. Now, thanks to philanthropic support from generous donors to Better Health East Bay, Eden Medical Center has acquired groundbreaking new technology called **BrightMatter™** that revolutionizes the way the hospital treats patients with brain tumors, hemorrhagic stroke, head and spine trauma and chronic neck and back pain.

"Now we can perform surgery on patients with brain tumors, for example, with much less risk of disturbing the brain's important pathways. This advancement allows for smaller incisions, shorter patient recovery time and greatly improved odds for success, and it may enable us to operate in cases that would previously have seemed impossible," says Lawrence Dickinson, M.D., a neurosurgeon with Pacific Brain and Spine Medical Group and the Neuroscience Center at Sutter Health Eden Medical Center.

A surgeon uses BrightMatter, made by Synaptive Medical Inc., to create a detailed map of the patient's anatomy, to submillimeter accuracy, using the patient's imaging study. The map downloads into a GPS-like system that precisely guides the surgeon during surgery.

"In the past, it would have taken us six to 16 hours to create a map of the highways in the brain that allow us to do things like move our extremities, remember our memories or tell our family we love them. BrightMatter performs this process in minutes, illustrating the best pathways for the surgeon and allowing us to preserve these precious functions," says Dr. Dickinson. "It's a game-changer."

BrightMatter also integrates with a robot to deliver superior lighting, optical resolution and magnification. This allows the surgeon to more accurately and efficiently correct affected areas in the brain and spine.

The Neuroscience Center at Eden Medical Center is the first hospital in Northern California and only the fourth in the western United States to make the $1.7 million investment into BrightMatter. The technology builds on Eden's strong history as a Neuroscience Center of Excellence in the Bay Area and demonstrates how Sutter Health is defining the state-of-the-art for neurosurgical care.

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Lawrence Dickinson, M.D.
Neurosurgeon, Pacific Brain and Spine Medical Group and Eden's Sutter East Bay Neuroscience Institute



Friends Esther Contreras (left) and Karen Peterson (center), and Karen's mother, Sylvia Kroncke (right), benefitted from Sutter Delta's diabetes classes, including learning healthy eating habits.

Building Confidence In
DIABETES SELF-MANAGMENT

Is my high blood sugar due to the cinnamon roll I had for breakfast? If I switch to sugar-free dessert, can I skip my diabetes medicine? Why does my blood sugar go up even though I have been skipping meals? These are the types of questions heard often in the free **Diabetes Self-Management Training** classes offered at Sutter Delta Medical Center and Alta Bates Summit Medical Center. Participants typically do not know what high blood sugar tells them about their bodies or how to effectively monitor and control their disease.

Karen Peterson recently took the class, not because she has diabetes, but because she wanted to support her mother, Sylvia Kroncke, and her friend Esther Contreras, who do. She convinced the two women to join her, knowing they all could benefit from better understanding the disease. Karen said the instructor's non-judgmental approach made everyone feel comfortable. They learned that spikes in blood sugar were less about the occasional bite of cinnamon roll and more about total carbohydrate consumption, including sweet drinks, pasta and bread.

"Now my mom is reading the ingredient list for everything she eats and allowing a certain percentage of carbs for every meal," Karen says.

Esther, meanwhile, began monitoring her blood sugar more closely after the class and was surprised that her blood sugar was consistently high.

"I eventually discovered that I was taking only half of the amount of medication my doctor prescribed, but I would never have noticed if I hadn't been motivated to test my blood sugar every day," she says.

Like Esther and Sylvia, many people with diabetes find self-management difficult, and it can be especially challenging for those who are uninsured or underinsured. Some end up in the emergency room or hospital with serious health issues that are triggered or compounded by diabetes.

To address this problem, Alta Bates Summit Medical Center offers the **Diabetes Resource Project**, which provides free diabetes services to underserved patients. Diabetes educators meet with hospitalized patients to provide education and support, and follow up with them after discharge to offer individual counseling or group classes like Diabetes Self-Management Training. Class participants enjoy the interactive format and tools to help them improve their health, like free blood sugar monitors, exercise bands, recipes and pedometers.

Last year, 507 people received inpatient diabetes education at Alta Bates Summit. More than 400 people from Alta Bates Summit and Delta were seen after discharge as part of individual visits or group classes. This focused approach had an enormous benefit to patients: Those who completed the Diabetes Self-Management Training program significantly lowered their three-month blood sugar average (A1C) and reduced their re-hospitalization rate by 58 percent.

"Most people don't understand that food is only a part of it. They have misconceptions about how different foods, stress and exercise affect their body. We talk about very basic things that can make the difference between being healthy and ending up in the hospital."

Shahla Cano
Dietician and certified diabetes educator at Sutter Delta Medical Center.

GENEROUS DONORS TO BETTER HEALTH EAST BAY HELPED MAKE THE **DIABETES RESOURCE PROJECT** AND **DIABETES SELF-MANAGEMENT TRAINING** POSSIBLE BY PROVIDING **$150,000** IN PHILANTHROPIC SUPPORT IN 2016.



A year after their time in the Alta Bates Summit NICU, the Erickson twins, Miles and Walter, celebrate their first birthday party. Above, Summer and Ryan hold the twins while big brother Bruce keeps everyone laughing. NICU nurse Mari Schmidt (opposite, top) marvels at how the twins have grown. Bruce (opposite, bottom) is shown holding his brother soon after the twins arrived home.

GIVING BACK IN GRATITUDE

For Two Healthy Little Warriors

In February, the Erickson family threw a big party to mark the first birthday of their twin sons, Miles and Walter. It had the typical makings of such an occasion—the doting relatives and friends, the cameras clicking, the boys' faces smeared with cupcake icing—making it hard to believe that a year earlier, Summer and Ryan Erickson had feared that their prematurely born twins might not even survive. Watching them bounce happily on the knees of guests who included their former NICU nurses, Summer felt an overwhelming sense of gratitude. "I thought I would be teary, but instead I felt so blissful and amazed at how far we've come as a family," she said.



Summer checked into Alta Bates Summit Medical Center 14 weeks before her due date expecting to spend the rest of her pregnancy on precautionary bedrest. Instead, she went into preterm labor and gave birth to Miles on Feb. 28 and Walter, 11 minutes later, on Feb. 29, 2016—leap year day. Both weighed barely 2 pounds, a decent weight given their age but still tiny and fragile.



The Labor and Delivery staff whisked the boys off to the Newborn Intensive Care Unit, where Miles and Walter spent the next 69 days. "You go through every emotion you can imagine," remembers Summer, "Not only were the babies fighting little warriors, but the nurses, doctors and staff worked around the clock to fight for their health and survival."

"When the Ericksons finally got the green light to bring Miles and Walter home, they took advantage of Alta Bates Summit's **NICU Post-Discharge Program**, a series of classes designed for parents of preemies. This philanthropically funded program provides education and a compassionate support network during the critical transition period from NICU to home, and often for years afterward. The classes taught Summer and Ryan how to monitor their sons' diet and watch for irregular breathing. But most of all, it gave them confidence for the task ahead. Miles and Walter, each 5 pounds at the time of discharge, were ready to go home.

When Summer and Ryan planned the twins' first birthday party, they chose a Golden State Warriors theme to celebrate how their little warriors (and the Warriors basketball team) had reached such milestones over the previous year. On the blue and gold invitations, they requested "no gifts," suggesting that, instead, guests make a donation to the Alta Bates Summit NICU to help "provide babies in need with the critical care they deserve."

At that moment, it seemed most fitting to give back for the blessing of two healthy twin boys and a NICU staff that showed exceptional care and love at their time of need.

THANK YOU TO OUR 2016 DONORS

Thank you to all our donors in 2016 who have dedicated their time, effort and dollars to help build a healthier, more vibrant community in the East Bay. Your dedication to philanthropy this year has enabled us to invest in revolutionary medical technology and local and regional programs that greatly improve the health of our diverse and dynamic population.

As healthcare continues to evolve, we are excited to partner with you to create superior healthcare programs and services in the East Bay. Contributions from donors and volunteers provide critical tools that help our hospitals and doctors focus on the health and wellness of our community through every stage of life.

Thank you for joining us to create a healthy and vibrant community. We look forward to further expanding quality and access to care for everyone in 2017.

1,156 Donors

274 Employee Donors

6 Grants

240 Tribute Gifts

100% Board Giving

WHERE DONOR DOLLARS WENT IN 2016



EQUIPMENT
$2,108,576



PROGRAMS
$1,250,162



COMMUNITY
$812,286