



Healing body, mind and spirit ... our mission at Saint Agnes Medical Center for nearly nine decades. These values were first inspired by the Sisters of the Holy Cross who, with a staff of 32, opened the original 75-bed Saint Agnes Hospital in 1929. We answered the Valley's need for expanded health services with our move north in 1975, and have since evolved into a 436-bed, state-of-the-art Medical Center campus – bringing together the most advanced equipment and facilities, and the expertise of top-ranked physicians and staff.

To further serve our community and improve access to primary and specialty care, Saint Agnes has grown to offer several new Saint Agnes Care sites and two urgent care clinics, and has established an accredited internal medicine residency program to attract and cultivate new physicians. We're also proud to be the only hospital in Fresno County to achieve international recognition as a Baby-Friendly designated birth facility.



Along with growing our physical presence, Saint Agnes also remains focused on strengthening its partnerships with Dignity Health and Valley Children's Healthcare to form an integrated health care delivery network unlike any other in the region. It's all part of the promise we made almost 89 years ago – to care for our patients and their loved ones with the highest quality, most compassionate health care. From emergency, diagnostic, surgical and maternity services to cardiac, cancer, neuro and orthopedic care, you can trust that Saint Agnes Medical Center will be here for our community for years to come.



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

**Our Core Values**

- Commitment to those who are poor
- Compassion
- Integrity
- Reverence

- Excellence
- Justice
- Stewardship

**Board of Directors**

- Deborah Ikeda, *Chair*
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**Saint Agnes Outpatient Care Services and Outreach Programs**

- Breast Care Center
- Holy Cross Center for Women
- Holy Cross Clinic at Poverello House

- Home Health and Hospice
- Outpatient Surgery North
- Pathways Cancer Support Services
- Sickle Cell Program (*adult*)
- Saint Agnes Graduate Medical Education
- Saint Agnes Health Hub
- Saint Agnes Wound Care Hyperbaric Medicine and Amputation Prevention



**Saint Agnes Care**

(A network of primary and specialty care physician practices)

- Cardiothoracic Surgery
- Cardiology
- Family Practice
- General Surgery
- Internal Medicine
- Neurosurgery
- Obstetrics and Gynecology
- Occupational Health
- Urgent Care

**Partnerships**

- cCARE (*California Cancer Associates for Research & Excellence*)
- Central Valley Medical Providers
- Dignity Health
- Valley Children's Healthcare
  - Neonatal ICU – Levels II & III
  - Maternal Fetal Center

**Highlights**

- First hospital in Fresno County to achieve international recognition as a Baby-Friendly designated birth facility.
- First in the Valley to provide the only leadless pacemaker available in the United States – the Micra® TPS (Transcatheter Pacing System).
- Established an accredited internal medicine physician residency as part of the newly-created Saint Agnes Graduate Medical Education program.
- Achieved four Blue Distinction Center designations in Cardiac Care, Knee and Hip Replacement, Maternity Care and Spine Surgery.



- Redesignated a Breast Imaging Center of Excellence by the American College of Radiology, a title held since 2011.
- Earned the SightLife Vision award for providing 143 individuals the gift of sight via cornea procurement efforts, and California's very first SightLife Shining Star award.
- Achieved gold level recognition from the U.S. Department of Health and Human Services for promoting the critical need for organ donor enrollment.
- Named by Healthgrades as one of America's 100 Best Hospitals for Spine Surgery 7 Years in a Row (2012-2018); and among the Top 5% in the Nation for Spine Surgery in 2018.
- Named by Healthgrades Among the Top 10% of Hospitals evaluated for Obstetrics and Gynecology, Labor and Delivery and Gynecologic Procedures in 2017, and a Five-Star recipient for Vaginal Delivery, C-Section Delivery, Hysterectomy and Gynecologic Procedures in 2017.
- Named by Healthgrades Among the Top 10% in the Nation for Overall Orthopedic Services and recipient of the Orthopedic Surgery Excellence Award for 3 Years in a Row (2016-2018).
- Recognized by Healthgrades as a Five-Star recipient for the following: Spinal Fusion for 7 Years in a Row (2012-2018), Treatment of Heart Attack for 4 Years in a Row (2015-2018), Hip Fracture Treatment for 3 Years in a Row (2016-2018), Back Surgery in 2018, and Defibrillator Procedures in 2018.

**Statistics**

Licensed beds: 436  
 Staff: 2,600  
 Volunteers: 662  
 Admissions: 22,598  
 Outpatient visits: 211,694  
 (includes emergency visits and observation)  
 Medical Staff: 756  
 Total operating revenue: \$483 million  
 Total community benefits for the poor and broader community: \$21.6 million  
 Service area population: 1,102,453  
**Fresno, Kings and Madera Counties**

FY17 data





*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 the 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, we counsel, we partner, we volunteer, we train – offering assistance both in dollars and in time and energy to our staff, physicians and volunteers. Our passion and vitality reach out to civic, religious and social entities in the community, as well as thousands of underserved, uninsured and homeless individuals. And our work continues.*

**Holy Cross Center for Women (HCCW)**

For more than 30 years, Saint Agnes Holy Cross Center for Women in downtown Fresno has served as a refuge for homeless and underserved women and their children. Operated by Saint Agnes Medical Center, the center provides daytime shelter, counseling and referral services, education and skills training, clothing, laundry and shower facilities, and social activities. In addition, the center offers summer programs for children and teens ages 4-17. An average of **126** women and **14** children come to the center daily. In one month alone, the center provides nearly **500** articles of clothing, diapers for an average of **222** children, **543** showers, and **224** loads of laundry. More than meeting these basic needs, the center is helping to transform lives and build a healthier community. Thanks to a grant from Trinity Health's Preserving Our Legacy Fund, and generous gifts of time and materials from local contractors, the center underwent a 554-square-foot expansion in 2017 to accommodate the nearly 600 children who participate in the 6-week summer program.



**Holy Cross Clinic at Poverello House (HCC)**

In 1982, the Sisters of the Holy Cross and Saint Agnes Medical Center established the Holy Cross Clinic at Poverello House in downtown Fresno. Saint Agnes staff, volunteer physicians, dentists and paramedical personnel provide free medical and dental care to our Valley's uninsured and underinsured. Last year, HCC received **3,523** visits for medical needs and **315** visits for dental care. Clinic staff and volunteers also conducted **821** health screenings at local senior centers, providing much-needed basic medical attention. In total, **1,398** hours of service were donated to benefit those in need.

**Saint Agnes Health Hub**

Medical care is not the only determinant of good health. Social factors like stable housing, access to healthy food and medication management are key contributors to an individual's overall wellness. Recognizing this, Saint Agnes created the Health Hub, a free evidence-based program that takes a comprehensive approach to health care, in which caregivers treat clinical problems while clinical social workers focus on identifying, defining and resolving social issues. This past year, the Hub linked **171** individuals to more than 200 services.

**Community Benefit**

Through its Mission and Community Benefit Committee, Saint Agnes partners with and provides financial support to organizations that are actively involved in meeting the needs of the Central Valley's underserved. This last year, the committee contributed to these worthy outreach efforts:

- Invested more than **\$30,000** to support Fresno First Steps Home, Poverello House and Turning Point – all of which address the medical, housing and nutritional needs of the homeless.
- Gifted **\$55,000** to fund the launch of a National Diabetes Prevention Program by the California Health Collaborative.
- Donated **\$5,000** to support the Youth Leadership Institute's environmental improvement campaigns that resulted in tobacco- and smoke-free parks in Selma and Kerman.
- Collaborated with Clinica Sierra Vista to promote and encourage health insurance enrollment for the medically underserved.

- Partnered with MAP (Multi-Agency Access Program) Point at the Pov. (Poverello House) to provide resources to those who are challenged by homelessness, substance abuse, or physical or mental illness.

**Chronic disease management program**

Since its inception three years ago, Saint Agnes' *A Healthier You* has improved the lives of nearly **600** community members. The six-week program is free of charge to any community member with, or at risk of developing, a chronic disease like diabetes, arthritis, or hypertension. The evidence-based program, developed by Stanford University, provides self-management and life skills to empower individuals to live a healthier lifestyle. In addition to Fresno and Clovis, the program has expanded its workshops to rural communities such as Easton, Malaga and Riverdale.

**Diabetes Empowerment Education Program (DEEP)**

Developed by the University of Illinois at Chicago, *DEEP* is a licensed diabetes self-management education program that teaches diabetics how to control their disease and prevent its complications over the course of six weeks. Topics include diabetes risk factors, complications, nutrition, physical activity, use of glucose meters and medications, building partnerships with a diabetes healthcare team, psychological effects of illness, problem-solving strategies, and how to access community diabetes resources.

**Heart & Soul**

Thanks to a generous donor, Saint Agnes is blessed to be able to continue its Heart & Soul program. The 12-week program is focused on helping women improve their cardiac health by adopting a healthier lifestyle. In addition to a personalized exercise program designed by a Saint Agnes exercise physiologist, participants undergo supervised exercise at the Saint Agnes Cardiac Rehab gym up to three times per week. Health education is also provided through fun and interactive demonstrations and presentations. Heart & Soul celebrated its one-year anniversary in 2017 with **150** women successfully completing the program.



**Adult Sickle Cell Program**

In 1994, Saint Agnes Medical Center became the only hospital between San Francisco and Los Angeles to offer a sickle cell disease program for adults. The program's outpatient clinic provides a setting for patients to be seen by a physician specializing in sickle cell disease. Clinical care includes the services of a nurse and a certified counselor, social services assessment, and follow-up visits for medical management and pain control.

**Footsteps**

Footsteps, an expansion program of Saint Agnes Hospice, continues its 26-year tradition of supporting children and teens who have experienced a loss or change due to death. Its home-grown, award-winning, expressive arts curriculum offers a healing bridge for communication among children, parents, grandparents and foster parents, whose families are on the unpredictable passageway of grief. Last year, approximately **163** youth, parents and caregivers participated in Footsteps community- and hospital-based programs and events.

**Better Breathers Club**

Saint Agnes and the American Lung Association in California have partnered to host the nationally respected Better Breathers Club. This free support group meets regularly and is open to anyone with a chronic lung disease and their caregivers and loved ones. Sessions are facilitated by Saint Agnes registered respiratory therapists, and participants learn tips and techniques to better manage their disease and improve their quality of life.



**Saint Agnes Medical Center**

A Member of Trinity Health

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