

SUTTER HEALTH'S INVESTMENTS & COMMITMENT TO EMPLOYEES

Sutter Health is consistently recognized as one of the region's best employers and a leader in providing safe, high-quality care for more than 3 million patients each year. The two go hand in hand: our caregivers provide exceptional, compassionate care for our patients, and we are dedicated to recognizing, investing in and supporting them.

PROVIDING COMPETITIVE PAY & BENEFITS

We know the quality of care we deliver is made possible by the dedicated clinical and professional teams across our integrated network. Sutter provides competitive wage and benefits packages that recognize employees' hard work and support their total well-being. A nurse who chooses to work full-time at Sutter hospitals with CNA contracts receives generous benefits, including:

Competitive Salaries: An average of more than \$140,000 (or more than \$81/hour). The average annual wage for California nurses in 2021 was \$124,000 (U.S. Bureau of Labor Statistics).

Employer Provided Healthcare Coverage: Access to comprehensive healthcare coverage for employees and their families — provided at no or low cost to staff.

Paid Time Off: Up to 41 paid days off annually and access to extended sick leave, as well as short- and long-term disability leave.

Retirement Benefits: We are proud to offer our employees several benefit plans that help our workforce plan for their retirement. For those employees participating in our cash balance pension design, we have proposed enhancing the earned interest that Sutter contributes to employees' cash balance pension balance each year starting in 2024.

Career Development Support: Coursework, coaching, hands-on experience and other support for nurses seeking stability and growth over the course of an entire career.

Voluntary Benefits: Critical illness, supplemental life insurance and legal plans that provide essential resources when it's needed most.

MEETING STAFFING CHALLENGES HEAD-ON

Sutter is taking extra measures to support the well-being of our caregivers while working to meet staffing challenges head-on, by offering competitive pay and benefits, hiring additional staff to fill permanent and temporary positions, offering shift bonuses, bringing in agency staff and recruiting voluntary transfers across Sutter's integrated network. We staff according to clinical need and make every effort to maintain staffing at pre-pandemic ratios, including:



Redeployment & Retraining to Meet Needs

From the onset of the COVID-19 pandemic, we worked hard to retrain, reassign and redeploy thousands of employees across our integrated network. Sutter Health University tripled its capacity last year for training new graduate nurses and experienced nurses who have chosen to move into critical care and some specialties, the largest such training program in our footprint.



Doubling Down on Recruitment

In addition to continuing to hire in areas of clinical need, we boosted recruitment of traveling nurses and contract workers to support our teams and provide sufficient staffing at each of our hundreds of facilities and hospitals.


CARING FOR OUR TEAM

To support our colleagues as they support our patients and communities, Sutter provides resources to help meet their team's mental, emotional and financial needs.

- ✓ **24/7 Support:** Provided 24/7 access to our Employee Assistance Program (EAP), which matches staff with resources ranging from licensed mental health therapists, to assistance with childcare, elder support and financial consulting.

 **33%** In 2020, we were able to provide 33% more therapy sessions covered by our EAP to meet our employees' needs.

- ✓ **Paid Time Off:** Our professional staff donated PTO hours to clinical teams fighting COVID-19 on the front lines.
- ✓ **Emergency Time Off:** Offered voluntary leave from work for a variety of personal reasons related to the emergency, such as caring for a high-risk family member or school/daycare closures.
- ✓ **Focused on Mental Health:** Invested heavily in mental health support, including anxiety and depression counseling, traumatic event recovery, grief response, stress relief, disaster coping and resilience trainings.

 Offered Scout, a new mental health tool that provides mental health counseling and support for youth aged 12 to 26 and their caregivers, and to employees and their families.

- ✓ **Childcare & Emergency Housing:** Launched creative partnerships with AirBnB, Outdoorsy and UrbanSitter to provide options for temporary housing and childcare assistance.
- ✓ **Wage Support:** Provided temporary disaster pay and wage/benefit continuation programs for employees able to work but lacking assignments.

PROTECTING OUR EMPLOYEES & PATIENTS

The health and safety of patients and staff is always Sutter's highest priority. As we move into the next phase of pandemic response, and throughout the pandemic, we've taken major steps to protect them:



Invest in PPE

Scoured the global supply chain amid worldwide shortages to secure **more than 165 million pieces of PPE**, including masks, isolation gowns and face shields, for patients and providers to maintain an adequate supply through surges.



Foster a Culture of Safety

In support of our commitment to a safe environment, we work each day to reinforce a culture of safety that educates, equips and empowers staff to always speak up for safety. Teams throughout our integrated network are continuously conducting trainings and share resources and best practices to foster this culture and prevent serious safety incidents.

 **39%** This commitment to a culture of safety has decreased the number of Serious Safety Events by 39% since the end of 2018.



As we move forward, Sutter Health remains focused on continuing to invest in and uphold our staff and clinicians. We value the dedication of our team members and are proud that because of it, we are able to provide high-quality, valuable and accessible care to the diverse communities we serve.