



20
25 IMPACT
REPORT



TABLE OF CONTENTS

Our Mission, Core Values and Vision.....	1
A Message from Our President and Market Leader.....	2-3
Ministry and Community Overview.....	4
Saint Agnes Medical Center Board of Directors.....	5
Reverence to Our Colleagues	6-10
CHWB Introduction	11
Community Benefit Overview.....	12-14
Advancing Health and Access in Our Community	15
Improving Provider Availability, Treatment Locations, and Long Wait Times.....	16-20
Addressing Food Insecurity.....	21
Increasing Safety and Reducing Neighborhood Crime in Southwest Fresno.....	22-24
Advancing Social Care	25-27
Heath Equity and Human Impact	28-29
Supporting Our Patients and Community	30-31
Care for the Common Good	32
Saint Agnes Health Recognition.....	33-34
Support Our Sacred Work.....	35

SAINT AGNES MISSION, VISION STATEMENT, AND CORE VALUES

Our mission, vision and core values are our guiding principles that propel us to work tirelessly toward a community where everyone, regardless of their circumstances, can thrive.

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.

VISION

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

CORE VALUES

Reverence

We honor the sacredness and dignity of every person.

Commitment to Those Experiencing Poverty

We stand with and serve those who are experiencing poverty, especially those most vulnerable.

Safety

We embrace a culture that prevents harm and nurtures a healing, safe environment for all.

Justice

We foster the right relationships to promote the common good, including sustainability of Earth.

Stewardship

We honor our heritage and hold ourselves accountable for the human, financial and natural resources entrusted to our care.

Integrity

We are faithful to who we say we are.

A MESSAGE FROM OUR P R E S I D E N T



Gurvinder Kaur, MD, MHA

President and Market Leader
Saint Agnes Medical Center

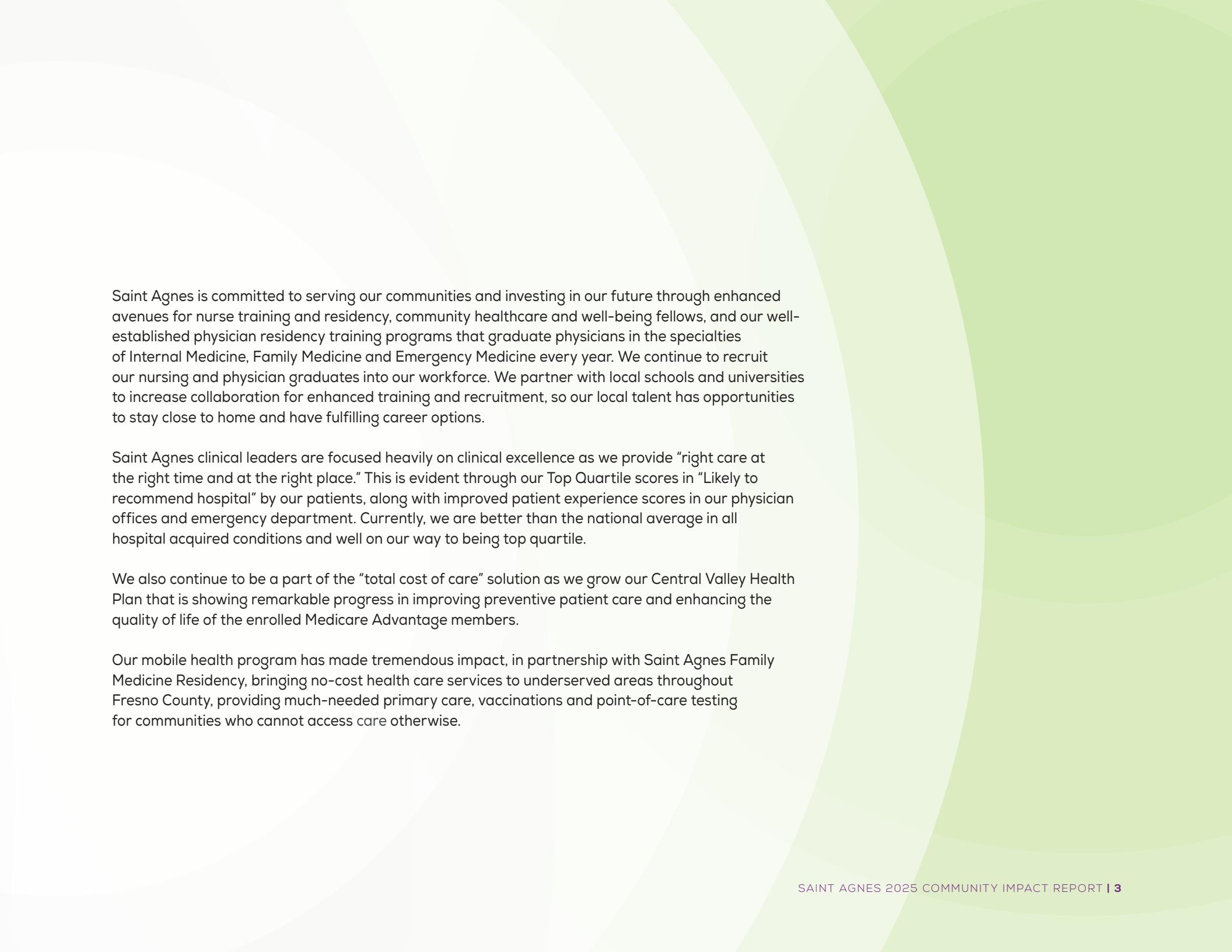
Dear community members,

At Saint Agnes, our mission calls for us to be involved, engaged and committed to community health and well-being, which has been our work for the past 96 years here in Fresno. Our reach goes far beyond Fresno County in ways that patients seek care, well-being resources and connection for community health providers.

Saint Agnes continues to make strides in providing high quality care with cutting edge technology as we launched the latest DV5 version of the Robotic Surgical platform to our robotic fleet. We also launched an ION system of robotic mapping and intervention to diagnose lung cancers, and other lung lesions with surgeons that can perform minimally invasive robotic lung surgery.

Saint Agnes was ranked #1 Best Regional hospital twice in a row for Fresno for 2025-26 along with keeping our distinguished presence as Best Regional Hospital for Equitable Access by U.S. News & World Report. These awards reinforce clinical excellence and our mission of being a healing presence in our community that are at the core of what we do every day. This year, we expanded our outreach to the unhoused women in Fresno by partnering with Poverello House and opening transitional housing capability at the Holy Cross Health and Wellness Center in downtown Fresno. The healing legacy of the Sisters of the Holy Cross lives through our colleagues everyday as we find ways and opportunities to advance our outreach efforts.

Healthcare access for the vulnerable in our communities is going to be challenged as the effects of cuts to Medicaid roll out over the course of the next few years. There are going to be people in our communities who will lose coverage and access to preventive care and unfortunately will have to depend on emergency departments for deferred care needs. While we will continue to serve our community in different ways, I am urging for people potentially affected by these changes to raise their voices and be heard.



Saint Agnes is committed to serving our communities and investing in our future through enhanced avenues for nurse training and residency, community healthcare and well-being fellows, and our well-established physician residency training programs that graduate physicians in the specialties of Internal Medicine, Family Medicine and Emergency Medicine every year. We continue to recruit our nursing and physician graduates into our workforce. We partner with local schools and universities to increase collaboration for enhanced training and recruitment, so our local talent has opportunities to stay close to home and have fulfilling career options.

Saint Agnes clinical leaders are focused heavily on clinical excellence as we provide "right care at the right time and at the right place." This is evident through our Top Quartile scores in "Likely to recommend hospital" by our patients, along with improved patient experience scores in our physician offices and emergency department. Currently, we are better than the national average in all hospital acquired conditions and well on our way to being top quartile.

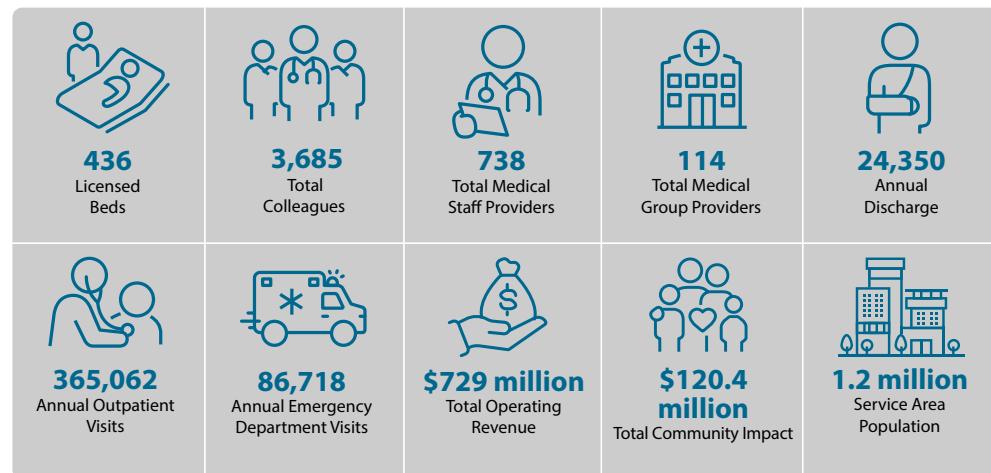
We also continue to be a part of the "total cost of care" solution as we grow our Central Valley Health Plan that is showing remarkable progress in improving preventive patient care and enhancing the quality of life of the enrolled Medicare Advantage members.

Our mobile health program has made tremendous impact, in partnership with Saint Agnes Family Medicine Residency, bringing no-cost health care services to underserved areas throughout Fresno County, providing much-needed primary care, vaccinations and point-of-care testing for communities who cannot access care otherwise.

MINISTRY AND COMMUNITY OVERVIEW

Saint Agnes Medical Center is a not-for-profit health ministry serving more than 1 million people in Fresno County through its continuum of care.

Saint Agnes by the Numbers



*FY25 outpatient demographics are specific to Saint Agnes Medical Center and do not include medical encounters from the Saint Agnes Medical Foundation.

Race Desc+	Sum of Patient Cnt	Average of Percentage:
TOTAL	4829	100.00%
White+	3561	73.74%
Other	404	8.37%
Black+	317	6.56%
Other Asian	268	5.55%
Unknown+	103	2.13%
Asian Indian	58	1.20%
Declined+	47	0.97%
Am Indian/Alask+	33	0.68%
(blank)	17	0.35%
Filipino	8	0.17%
Chinese	3	0.06%
Native Hawaiian+	3	0.06%
Japanese	3	0.06%
Other Pacific Islander	2	0.04%
Guamanian or Chamorro	1	0.02%
Korean	1	0.02%
GRAND TOTAL	9658	11.76%
Patient Ethnicity Type Desc - IDW+	Sum of Patient Cnt	Average of Percentage:
TOTAL	4829	100.00%
Not Hispan/Lat+	2688	55.66%
Other Hispanic, Latino/a, or Spanish origin	1397	28.93%
Mexican, Mexican American, Chicano/a	358	7.41%
Hispanic/Lat+	267	5.53%
UNK+	55	1.14%
Decline+	44	0.91%
(blank)	17	.35%
Puerto Rican	3	0.06%
GRAND TOTAL	9658	22.22%

Saint Agnes Medical Center Board of Directors

The Board of Directors at Saint Agnes plays a crucial role in advancing the Medical Center's mission of healing. Our board members volunteer their time to ensure that the Medical Center provides the highest quality of care. They make recommendations for Saint Agnes' strategic plans and advocate for our community benefits ministry, among other responsibilities.

At the heart of Saint Agnes is a strong commitment to our community. We believe in the power of collective action, where every effort contributes to the greater good. Together, we are building a community where compassion, opportunity, and hope thrive. We are dedicated to meeting the needs of our growing population and to healing the whole person—body, mind, and spirit.

THE FISCAL YEAR 2025 BOARD MEMBERS:



Ronald J. Wathen, PE
Chair



Luis Santana
Vice-Chair



David McFadyen, MBA, FACHE
President and CEO, Trinity Health



Gurvinder Kaur, MD
President and Market Leader



Benjamin Carter, CPA, FHFMA
Trinity Health, West Region



Adam Richins
Saint Alphonsus



Alan Birnbaum, MD



Angela Taylor
Saint Alphonsus



Dalpinder Sandhu, MD



Desrie van Putten



Janelle Dunn



Janet Young, EdD



Kirandeep Kaur Battah, MD



Pilar De La Cruz Samoulian,
MSN, RN



Judge Robert Oliver



Sister Mary Alice Bowler, CSC



Susan Kuszmar, LMFT

REVERENCE TO OUR COLLEAGUES

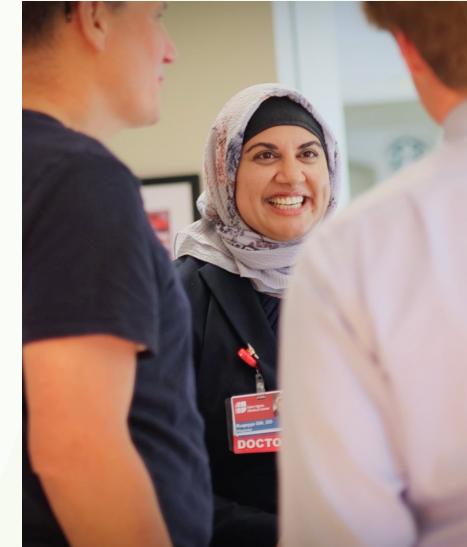
Hospital Week

This year, we focused on the meaning behind our mission. We kicked off Hospital Week with one of our most cherished traditions: the Blessing of the Hands.

This sacred tradition honors the healing work of our colleagues—those who provide comfort, service, and compassionate care every day. The blessing serves as a reminder that every task, no matter how small, becomes meaningful when performed with love. To all our caregivers, thank you for using your hands and hearts to bring hope and healing to our community.

We were also proud to showcase the incredible work of our Graduate Medical Education (GME) residents during GME Research Day 2025! Residents from various programs, including Emergency Medicine, Family Medicine, Internal Medicine, and Transitional Year – shared the research they have been working on throughout the year, covering topics ranging from innovative clinical practices to community health improvements. We were inspired by their passion, curiosity, and commitment to advancing the future of health care.

A special appreciation to the Saint Agnes Men's Club for funding this year's commemorative Hospital Week T-shirts!





Colleague Service Awards

Saint Agnes values its colleagues who collaborate to strengthen and build lasting relationships. These connections are essential for advancing our healthcare mission, providing care for the underserved, and enhancing technology and ministry services that positively impact our community.

We sincerely appreciate the **306 colleagues** recognized at our annual Service Awards! We are fortunate to have such passionate, talented, and dedicated individuals on our team. Together, these colleagues have contributed a remarkable **4,065 years of combined service** to Saint Agnes Medical Center—a collective achievement we can all take pride in!

Sisters' Legacy Award

We celebrated the Commissioning of **Dr. Gurvinder Kaur**, President and Market Leader, and announced the inaugural winner of the Sisters' Legacy Award: **Paula Jordan, RN**, Director of Surgical Services! Paula has provided nearly **45 years** of dedicated service to Saint Agnes, having started her career as an ICU nurse. "From day one, the Mission and Core Values of this organization resonated with me and continue to do so throughout my career here," Paula shares. "I've been proud every single day of my life to be a part of Saint Agnes."

We extend our heartfelt gratitude to Paula and all our award nominees for their dedication of time and talent, inspiring others to carry out our sacred work.

Congratulations to the 2024 Sisters' Legacy Award Nominees: **Orawichaya Butler; Teresa Callahan, RN; Casey Fares; Jim Harrison; Paula Jordan, RN; Aida Kachadoorian; Kathleen Kalley, RN; Keysa Miranda, RN; Nanette Palma; Carolyn Perez, RN; Melissa Plaster, RN; Veronica Stevens, RN; Crystal Tlascala.**





DAISY Award Winners

The DAISY Award honors nurses who are committed to excellence and our Core Values. These extraordinary nurses go above and beyond their typical call of duty by consistently demonstrating their expertise and compassionate care with every patient.

We believe DAISY Award nominees represent the following:

Reverence

Connect with compassion and courtesy.

Commitment to Those who are Poor

Notice when others are suffering or struggling.

Justice

Build and maintain healthy and trusting relationships.

Stewardship

Support others in fulfilling our mission. I own every problem and seek to find resolution.

Integrity

Put people at the center of all I do by being present and attentive.

Safety

Provide an environment that prevents harm and nurtures healing for all.

Congratulations **Laura Martin**, Nurse Manager of Obstetrics, and **Stephen Rowley**, Nurse Manager of Surgery, **Christian Quinones**, Practice Coordinator, CVRA, **Sarah Bates**, RN, 2-West, **Paula Jordan**, Director of Surgical Services, 4-North Telemetry, **Carolyn Perez**, RN III, **Stephani Lopez**, LVN, 2-West, **Holly Garcia**, RN, Emergency Room, **Clarisse Villarama**, RN, 3-West, and **Sabrina Haro**, NP-C, Hospice and Palliative Care for your selflessness and incredible kindness you share with our patients!

GEM Award

The **GEM Award** recognizes non-nursing colleagues for **Going the Extra Mile** to care for patients, their families and our colleagues. No matter what the challenge, GEM Award recipients always take initiative, think positively, act professionally and perform above and beyond what is expected of them.



Congratulations **Jerry Hargrove**, Chef, FANS; **Ralph Luna**, Security Officer, Public Safety; **Deborah Hamilton**, Clerical Assistant; **Dolores Lopez**, Environmental Assistant; **Teuh Louanglath**, Distribution Technician; **Samuel Francis**, MD, Transitional Year Resident, **Vivian Thiessen**, Clinical Assistant, 4-North Telemetry; Chaplain **Frances Adelusi**; **Catalina Morelos**, RN, Certified Lactation Counselor; **Angela Iisley**, Certified Nursing Assistant; **April Manjarrez**, Supervisor Environmental Services; **Tere Sanchez**, Environmental Assistant; **Angel Velarde**, Emergency Clinical Technician, and **Antonio Quintero**, Manager, Sterile Processing for the empathy you show to the individuals and families we serve!

Safety Hero Award

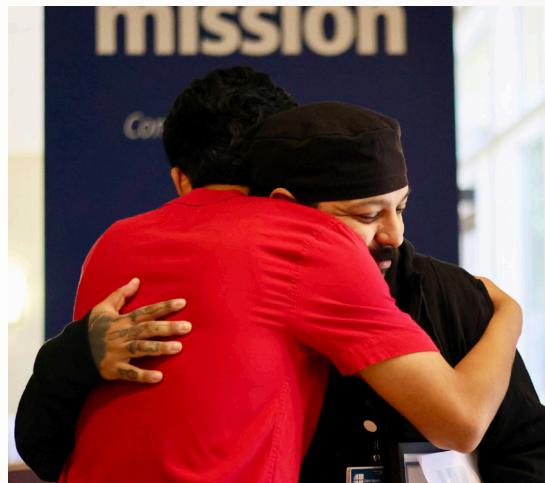
The Safety Hero Award is presented quarterly to colleagues who exemplify our Core Value of Safety. This recognition is for those who actively speak up when they notice potential hazards (see something, say something), stop the line when necessary, and champion safety in the workplace. A Safety Hero prioritizes safety in their daily tasks and demonstrates one or more of the Trinity Health Foundations of Safety, helping to keep our facilities safe.



Satoshi Sasaki, Pharmacy, was nominated for working with physicians to recommend medication with safer routes after realizing an original order would need multiple calculations and steps, increasing the risk of giving the patient the wrong dosage.

"I am truly thankful for his daily checks for patient safety and delivery of medications to my patients. But additionally, he looks out for the workflow of the bedside nurse," says the nominator. "He looks at ways to reduce waste. He advocates for the nurses when there are too many extra steps to administer a medication by talking to the physicians and recommending safer or alternate routes."

Congratulations **Satoshi**, thank you for living out our Core Value of Safety! And congratulations to all of this year's nominees: **Dwight Lewis**, Security Officer, Public Safety; **Paul Cordero**, Security Officer, Public Safety; **Esmeralda Gomez**, RN, Resource Team; **Kristi Mattson-Cruz**, RN, Practice Coordinator, 4-North Telemetry; **Gurvir (Gary) Singh**, RN, 4-North Telemetry; **Cheryl Boss**, RN, Imaging Holding; **Samantha Spear**, Admin Tech, Radiology; **Mayce Serpa**, Sonographer, Ultrasound; **Robert Van Ornam**, Emergency Clinical Tech, Emergency





HEARTS THAT SERVE: CELEBRATING OUR VOLUNTEERS

At Saint Agnes, our volunteers are more than helping hands—they are the heart of our mission in action. Whether they're offering a comforting smile to a patient, supporting our colleagues behind the scenes or lending their time to the family member of a patient, our volunteers serve with deep compassion, respect and a genuine commitment to the Core Values we uphold. Their selfless dedication reflects the very spirit of Saint Agnes, reminding us daily of the power of service and human connection.

Heavenly Hounds Spreading Love and Pawsitivity

When you're not feeling well, good friends are the best medicine – especially the furry four-legged kind. With that in mind, Saint Agnes created Heavenly Hounds, a pet therapy program aimed at reducing stress and improving the overall well-being of patients and their loved ones, as well as hospital staff.

Whether it be a gentle nuzzle to ease a patient's pain, or a wag of encouragement to put a loved one's mind at ease, these specially trained dogs, guided by their volunteer handlers have proven to aid in the healing process. And a very special thank you to – Houston, Ruger, Nandy and Ruger.



COMMUNITY HEALTH AND WELL-BEING INTRODUCTION



Ivonne Der Torosian , MPA

Vice President, Community Health
and Well-Being
Saint Agnes Medical Center

Dear Community Members,

As we begin a new year, I'm honored to share our **Community Impact Report for Fiscal Year 2025 (FY25)** – a powerful reflection of what we can achieve together when guided by purpose, compassion, and collaboration.

In FY25, Saint Agnes Medical Center and Trinity Health continued to deepen our understanding of how we impact community health. Our goal in sharing this report is to highlight how our Catholic, not-for-profit health system invests in people – especially those experiencing poverty – through financial and human resources. In FY25, Saint Agnes Medical Center's total Community Impact reached **\$120.7 million**.

Our commitment to addressing the **social drivers of health** remains at the heart of our mission. We continue to build pathways that empower individuals to reach their full health potential, recognizing that housing, nutrition, education, and other foundational needs are essential to well-being.

We are steadfast in **prioritizing access to care**. We are grateful for the support, space, and funding for the Mobile Health program provided through partnerships with community-based organizations, including **Cultiva la Salud**, **Binacional of Central California**, **Reading and Beyond**, employers, churches, schools, and the Fresno County Department of Public Health. Essential health screenings, vaccinations, medical services, and social needs connections were delivered to farm workers and their families through this program.

One of the most **meaningful milestones** this year was the opening of **Naomi's House** at Holy Cross Health and Wellness Center, in collaboration with the **Poverello House**. This initiative carries forward the legacy envisioned by our founders, the Sisters of the Holy Cross, more than 40 years ago, for Holy Cross to be a sanctuary—a place where women and children could find rest, comfort, and peace.

This report is a tribute to the dedication of our colleagues, physicians, volunteers, and community partners who bring our mission to life every day.

COMMUNITY BENEFIT OVERVIEW

Saint Agnes Medical Center is committed to assessing and addressing the essential health needs of our community through a triennial Community Health Needs Assessment (CHNA). This assessment is developed through a collaborative, community-driven process that incorporates input from public health experts, local leaders, and residents, especially those from underserved and high-risk populations. Our goal is to evaluate the overall health status of the greater Fresno region, identifying the most urgent health-related needs and prioritizing services to address these issues. The insights gained from this assessment guide our initiatives and resource allocation, ensuring that we focus on the most pressing health concerns within our community.

In partnership with Fresno Surgical Hospital, Saint Agnes Medical Center has completed its 2025 CHNA, reaffirming its commitment to improving the health and well-being of residents across Fresno, Madera, Kings, and Tulare counties. Adopted by the Board of Directors in April 2025, the CHNA reflects a comprehensive evaluation of the region's most pressing health challenges, including access to affordable healthcare, mental health, chronic diseases, food insecurity, and housing issues.

These findings will guide Saint Agnes' strategic planning and community benefit initiatives over the next three years, ensuring that resources are aligned with the most urgent needs of the Central Valley.

To view the full report or learn more about Saint Agnes Medical Center's community health efforts, please visit:



The CHNA implementation strategy, adopted in 2022, identified several significant health needs that we are working to address through FY25. In partnership with community allies, Saint Agnes is focused on developing, supporting, and implementing initiatives to measure our effectiveness in addressing the following identified health needs:

- **Food Insecurity**
- **Safety and Neighborhood Crime**
- **Not Enough Providers, Treatment Locations, and Long Wait Times**

Subsidized Health Services

In FY25, Saint Agnes experienced a growing demand for financial assistance coverage through Subsidized Health Services. These services provide essential healthcare options at reduced or no cost to individuals and families in need. These services are significant for those facing unexpected health diagnoses or experiencing financial hardships. These subsidies aim to improve healthcare access for low-income individuals and vulnerable populations, thereby helping to reduce inequality and promote fairness in healthcare delivery.

Saint Agnes' commitment to this mission is evident, as the health ministry expanded its coverage and services in 2025, reporting a total of \$7.65 million dedicated to subsidized health services.



BEYOND OUR FOUR WALLS COLLEAGUE VOLUNTEERISM

Saint Agnes recognizes the importance of being present in the communities we serve. To fulfill this mission, we are committed to providing our colleagues and peers with regular opportunities to volunteer with local agencies and Community-Based Organizations (CBOs) on behalf of Saint Agnes Medical Center. These volunteer opportunities not only help our colleagues develop their leadership and teamwork skills but also directly address local health needs related to the Social Drivers of Health (SDoH).

We want to express our gratitude to our community partners at Poverello House, Fresno Mission and the Central California Food Bank for helping us foster a stronger sense of community and providing opportunities to build meaningful relationships.

At Saint Agnes, we believe in the power of collaboration to build healthier, stronger, and more connected communities. Our partnerships with local non-profit organizations, community groups, and health initiatives are essential to our mission of promoting health equity, education, and increasing access to care for everyone. By supporting the efforts of these community organizations, we can address the social drivers of health, encourage preventive measures, and provide resources to those in need.



Each year, our hospital contributes monetary funding and in-kind donations to support community-based programs and organizations that align with our mission of health improvement and community engagement. In FY25, we were pleased to offer our support to the following organizations:

- American Heart Association
- Angels of Grace
- Black Wellness and Prosperity Center
- California Health Collaborative
- California State University, Fresno
- CASA of Fresno and Madera Counties
- Central San Joaquin Valley Nursing Leadership Coalition
- Centro La Familia
- Community Link, Fresno Rainbow Pride
- Exceptional Parents Unlimited
- Fresno COMPACT
- Fresno EOC, LGBTQ+ Resource Center
- Fresno Metropolitan Ministry
- Fresno Mission
- Hmong Nurses Association
- Hope NOW
- Leukemia and Lymphoma Society
- Marjaree Mason Center
- Project Linus
- Regenerate California Innovation
- Santé Health Foundation
- Southwest Fresno POWER (Partnership for Opportunity, Wellness, Equity, and Restoration)
 - Advanced Peace
 - Alley in the Valley
 - Another Level Training Academy
 - Community Justice Center
 - Every Neighborhood Partnership
 - Faith in the Valley
 - Fresno Housing
 - Generation Changers
 - Neighborhood Watch
 - Stop the Violence - Fresno
 - The Foundation FCOE
 - United Health Center Foundation
 - WestCare of Central California

ADVANCING HEALTH AND ACCESS IN OUR COMMUNITY



Sonya Pizzo

Vice President,
Saint Agnes Medical Foundation

At Saint Agnes Medical Foundation, our mission is rooted in compassionate care, community engagement, and a commitment to improving access to high-quality health services. In FY25, we took meaningful steps to expand our impact and better serve the evolving needs of our patients and community. **Investing in Our Workforce** – We continued to grow our provider network, welcoming new physicians and advanced practice providers across primary care and specialty services. These efforts directly support expanded patient access, shorter wait times, and continuity of care. In addition, we prioritized workforce development, offering professional growth opportunities for our clinical and administrative teams to support recruitment and retention in a competitive healthcare environment. **Enhancing Access Through Innovation** – SAMF launched new technologies aimed at improving patient experience and engagement. From digital access enhancements to expanded scheduling capabilities at community events, we are meeting patients where they are: removing barriers and streamlining their journey to care.

Connecting with the Community – Our Foundation remains an active partner in community wellness. This year, we attended employer health fairs, school-based outreach events, and neighborhood initiatives to connect residents to primary care providers, preventive screenings, and wellness services. These touchpoints reflect our belief that healthcare starts with trust and connection.

Addressing Social Drivers of Health – We collaborated with community partners to help patients navigate housing, food insecurity, and transportation challenges. By integrating care coordination with social support, we are redefining what it means to truly care for the whole person.

As we reflect on FY25, we are proud of the strides made and remain dedicated to building a healthier future for all. With gratitude to our colleagues, partners, and patients, we look forward to what lies ahead.

ADDRESSING HEALTHCARE SHORTAGES

Nurse, other health professionals, and GME

Saint Agnes Medical Center has made a significant commitment to expanding opportunities for licensed and unlicensed healthcare providers. The organization provided more than **79,000 hours**, benefiting more than **5,000 nurses and other professionals**. This substantial investment of **over \$18 million** in net Community Benefit underscores our unwavering commitment to developing a skilled and diverse healthcare workforce, ensuring that our community's health needs are met with the highest standards of care.

Our firm commitment to healthcare education, demonstrated through our collaboration with local colleges, universities, and specialty schools, has enhanced healthcare education and shown the power of partnership in improving community healthcare. This reassures you, our community, that we are investing in the future of healthcare, making a significant difference in our community's health.

Saint Agnes continues its commitment to educating the next generation of physicians through its Graduate Medical Education (GME) program, which addresses CHNA's need of Not Enough Providers in the Central Valley. This program focuses on meeting the community's healthcare needs by training and retaining local physicians. SAMC welcomed new cohorts of physician residents, including those specializing in Family Medicine, Internal Medicine, Emergency Medicine, and transitional year residencies. Additionally, the organization continued its fellowship opportunity in community-based Sports Medicine. The GME program has significantly increased the number of local physicians, thereby improving access to healthcare in our community.

Saint Agnes was pleased to welcome **45 new physician residents and fellows** to Internal Medicine, Family Medicine, Emergency Medicine, Transitional Year programs, and Sports Medicine Fellowship, on Wednesday, March 25.

After years of study and hands-on patient care experience, these residents have completed their education and are now ready to embark on their professional medical journeys. We are incredibly proud of each of these doctors for their hard work and dedication to patient care. A special congratulations to the **53 colleagues** graduating from the GME residencies and fellowship programs! Of these, **20 graduates** will be continuing their medical careers here in the Central Valley. We wish them all the best in their future careers.

Our Workforce

- **3,653 staff**
- **174 volunteers**
- **99 Saint Agnes Medical Group Providers**



NURSE RESIDENCY GRADUATES

In June, **21 nurses** graduated from Saint Agnes Nurse Residency Program! The **29th Cohort** presented their final projects to leaders from their units and the Nursing Education team before receiving their certificates of completion. We're so proud of these nurses and can't wait to see what amazing work they will do for our Central Valley patients.

Open Heart Surgery Recovery Program

This past year we announce that a new cohort of nurses has graduated from Saint Agnes' 13-week Open Heart Surgery Recovery Program! Each of these colleagues takes on multiple roles within the department. They serve as practice coordinators, create educational materials, act as preceptors, and provide mentorship on the unit. Additionally, they participated in various committees and meetings while orienting program participants at the bedside.

Congratulations to the following graduates!

Analie Antero, RN; Harper Bal, RN; Nina Estoesta, RN; Jasleen Gill, RN; Victoria Lim, RN; Gurjot Sahota, RN

Additionally, we would like to thank the training team for their efforts to improve patient care in the CVICU: **Scott Whyte, RN, Rachael Bennett, RN, Dilpreet Gill, RN, Campbell Jones, RN, Yenesis Smith, RN, and Kaylene Araki, RN**

Tuition Reimbursement

Saint Agnes recognizes that investing in colleague development is critical to our organization's growth and success. We believe in providing colleagues with financial assistance to advance their education and opportunities within the organization. We encourage colleagues to approach their roles with a long-term perspective and to use their supported education to contribute to our Mission, Core Values, and commitment to the Common Good.

In FY25, Saint Agnes contributed **\$86,000** towards tuition reimbursement to support the expansion of a more skilled workforce in the Central Valley.



MENTORING FOR THE FUTURE

Congratulations to **Richard Oravec, MD, Sports Medicine Physician**, who was awarded by Fresno Compact on April 24 for his collaborative efforts to provide sports medicine care for Fresno Unified School District.

Every year, **Fresno Compact** honors businesses who are partnering with local schools and districts to improve the experience of kids and teens in the community.

Dr. Oravec, as Medical Director for our Sports Medicine Fellowship, worked alongside physicians from Inspire Health Medical Group and Pride Sports Medicine to provide sideline care and check-ups for young athletes.

We are proud of Dr. Oravec for his dedication to our community and for his leadership in training the next generation of physicians. Congratulations on this well-deserved honor!

Innovation in Healthcare

Earlier this year, Saint Agnes became the first hospital in the Central Valley to acquire an Intuitive da Vinci 5® surgical system!

The da Vinci 5 is the latest addition to Saint Agnes's da Vinci portfolio and will be used for minimally invasive surgical procedures in urology, gynecology, colorectal, cardiothoracic, bariatric, and general surgeries. This new system enhances the capabilities of robotic surgery with features such as wristed instruments, advanced visualization, intuitive motion, and ergonomic design.

"Saint Agnes introduced robotic surgery to the Central Valley in 2001, and once again leads the way in robotic technology with the addition of the da Vinci 5," says **Dr. Gurvinder Kaur, President and Market Leader**. "Saint Agnes is committed to investing in the most advanced robotic-assisted surgical technology and our multidisciplinary robotic program to ensure our patients receive highly accurate, effective, and personalized care."

We were excited to bring this new surgical system to the Central Valley, allowing us to provide the best possible care for our patients.



Making it Easy

In 2025, we focused on reducing wait times for provider availability. All our primary care clinicians are now accessible for online scheduling, making it easier than ever for patients to book appointments at their convenience.

We offer same-day or next-day appointments for new patients who wish to establish care with a primary care provider.

Key metrics for access improvement included:

- Actively tracking available clinic hours each week to ensure optimal appointment capacity across all primary care sites.
- Identifying and removing barriers to patient scheduling by simplifying workflows and enhancing online access.
- Implementing “team scheduling” in all clinics, allowing patients to see another provider within the same department when their preferred clinician is unavailable. This process ensures timely care without compromising continuity.



COMMUNITY OUTREACH

In FY25, Saint Agnes Medical Center continued its partnership with the 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 was partially funded through a \$6 million allocation of American Rescue Plan Act (ARPA) funds by the Fresno County Board of Supervisors.

In addition to providing medical services and screenings at no-cost to Central Valley residents, we committed to addressing the social factors that impact health and increased the resources leveraged to improve families' collective well-being. We collaborated with the Fresno County Community Health Worker (CHW) Network to offer complementary health education, assist families in connecting with local primary care providers, and provide resource navigation and wrap-around services related to the Social Drivers of Health (SDoH). Through this initiative, we hosted 89 mobile clinics and provide health services for 2,039 individuals in underserved, marginalized, and rural communities.



2024 Challenge Award

In February 2025, the Fresno County Board of Supervisors recognized the Fresno County Department of Public Health for receiving the 2024 California State Association of Counties (CSAC) Challenge Award for our Rural Mobile Health (RMH) Program.

We extend a heartfelt thank you to the Board of Supervisors and our incredible partners, including UCSF Fresno, the Buddhist Tzu Chi Medical Foundation, and the Fresno County Community Health Worker (CHW) Network, for their partnership in bringing essential medical and vision services directly to our rural and agricultural communities!

Mobile Health Success Story

In early January, a patient visited the SAMC Mobile Clinic. She shared that she had no source of income, was experiencing housing instability, and was facing elder abuse. The stress from her circumstances negatively affected her health, as both her diabetes and hypertension remained uncontrolled despite regular follow-ups with her primary care physician.

A Saint Agnes Community Health Worker (CHW) helped the patient complete a Cash Assistance Program for Immigrants (CAPI) application, a program designed to assist undocumented individuals in securing financial support. After a month, the patient was approved and began receiving \$900 per month.

This new income allowed her to leave the abusive household. She can now afford groceries, clothing, and other essentials. As a result, she reports feeling significantly better and less stressed. Her health has improved markedly, and overall, she is living a healthier and happier life.

- 68 y/o, female from Mendota

ADDRESSING FOOD INSECURITY



Food Recovery

Saint Agnes took significant steps to address food insecurity by initiating a hospital-wide food recovery program. In FY25, Saint Agnes actively engaged in a year-long food recovery initiative aimed at combating food insecurity in our communities and reducing food waste within the hospital. This program successfully

donated 13,937 pounds of unused meals and food products to the Food-to-Share network, which helps prevent food waste by rescuing surplus food. Through this effort, over 1 million pounds of nutritious food that would have otherwise gone to waste were recovered. The food was then distributed to families throughout the Central Valley facing food hardship and financial difficulties.

Homeless Nutrition

The Saint Agnes Homeless Nutrition Program accommodates the dietary needs and challenges faced by individuals experiencing housing insecurity who require medical assistance. This program ensures that patients receive sufficient and appropriate meals, often tailored to meet their specific health conditions and nutritional deficiencies while they are staying in the hospital, regardless of their ability to pay.

In FY25, Saint Agnes served over 22,000 individuals and their families, contributing more than \$68,000 in net community benefit to support community-based food programming throughout the hospital. Through these initiatives, we ensure that those in need do not go without.

Breastmilk Drive

As Fresno County's first Baby-Friendly Hospital, we are driven by our passion for caring for mothers and their babies. We were thrilled by the support from our community and new moms at the annual Central Valley Breast Milk Donor Drive, hosted by Saint Agnes and the Mother's Milk Bank of California. By donating frozen breast milk, mothers provided essential nutrients to our youngest patients in California.

Our generous donors contributed their frozen breast milk, and every drop kept the tiniest infants in the Valley healthy and nourished during their critical first days.

A heartfelt thank you to all our donors, and special congratulations to our Women and Infants Services department and our Lactation Support colleagues for another successful Milk Drive! Your hard work and dedication to helping babies in need are greatly appreciated throughout the community.



INCREASING SAFETY AND REDUCING NEIGHBORHOOD CRIME IN SOUTHWEST FRESNO

Since its inception in 2022, Saint Agnes has remained committed to Southwest Fresno by providing **over \$895,000** in innovative funding and technical assistance to various community-based organizations. In partnership with Trinity Health and Fresno Housing, this initiative strives to promote health equity in communities that face high poverty rates and other vulnerabilities.

The Transforming Communities Initiative (TCI) has facilitated investments through a multi-sector collaborative to develop and implement evidence-based strategies addressing various aspects of neighborhood safety and violence in the 93706 ZIP code. These strategies tackle significant needs outlined in the most recent Community Health Needs Assessment (CHNA) Implementation Strategy.

In fiscal year FY25, the collaborative established Southwest Fresno POWER (Partnership, Opportunity, Wellness, Equity, and Restoration), an updated partnership including new internal and external partners that promotes synergy in the work being done in Southwest Fresno. The collaboration builds on the momentum of similar initiatives, aiming for larger investments in the region, maximizing impact, and advancing shared short-term and long-term goals.

SW Fresno POWER focused on infrastructure, community change, and active participation from residents. SW Fresno POWER launched its first community survey, receiving hundreds of responses, and organized community meetings to discuss the renaming of Cesar Chavez Boulevard in 93706, the Elm St. rezone, and continued advocacy for the Southwest Specific plan. This plan aims to guide development in a historically underserved area of Fresno, addressing both environmental and community needs.

TCI Learning Institute

In March 2025, our Transforming Communities Initiative (TCI) central partners had the opportunity to represent Fresno at the TCI Learning Institute in Springfield, Massachusetts. We were fortunate to connect and share the transformative work happening in Southwest Fresno to improve neighborhood safety. This convening highlighted the outstanding efforts of other Trinity Health ministries and their work to contribute to our mission of creating healthier communities through improvements in housing, healthcare access, economic development, food security, and more.



THE VOICES OF OUR COMMUNITY

This past spring of 2025, Every Neighborhood Partnership streamlined its Community Land Use Academy (CLUA) program in collaboration with Southwest Fresno POWER. The goal was to establish a land use perspective that addresses concerns related to crime and health. The cohort effectively brought together efforts from various partners, successfully recruiting new members from the broader community. This collaboration has led to several key activities: (1) conducting walk audits, (2) participating in a Planning Commission hearing regarding the Southeast Development Area (SEDA) on May 21, 2025, and (3) preparing for the postponed Southwest Fresno Rezone hearing initially scheduled for May 22, 2025.

CLUA focuses on empowering residents to address the built environment and advocate for long-term improvements in neighborhood design, infrastructure, and access to resources. The program equips participants with analytical tools to assess the systemic causes of issues such as blight, underinvestment, and poor urban planning—conditions that often lead to concentrated poverty and the development of negative ecosystems that foster crime and violence. The impact of the program is already visible, as it encourages participants to take action through advocacy, civic engagement, and collaboration with local decision-makers, aiming to replace these negative ecosystems with healthier alternatives. This progress is inspiring and gives hope for a brighter future of a more equitable infrastructure.

"All the injustices we can name come down to land and who is control of it."

– Ivan Paz, Community Land Use Academy Project Manager, Every Neighborhood Partnership



Partner Praise

At Stop the Violence-Fresno, our mission is to break cycles of violence, support those most at risk, and create pathways toward peace, dignity, and opportunity.

Mentorship at Gaston Middle School

Each quarter, we mentor 25 students at Gaston Middle School. These young people often stand at a crossroads—pulled between negative street pressures and the possibility of a brighter future. Through consistent guidance, accountability, and real-life mentorship, we equip them with leadership skills, resilience, and the belief that their lives carry purpose. That's 100 students each year receiving intentional, hands-on mentorship.

Community Healing

We believe true healing goes beyond the hospital and into the neighborhood. Our community healing work creates safe spaces where survivors, families, and neighbors can process trauma together. These circles are not just conversations—they are collective moments of rebuilding trust, restoring dignity, and turning pain into peace.

Partnership with TCI & CJC

Collaboration is our backbone. Through our partnership with the Transformative Community Initiative (TCI) and the Community Justice Center (CJC), we connect individuals caught in conflict to structured mediation processes. This allows disputes to be resolved without retaliation or escalation, reducing violence while fostering accountability and reconciliation.

Why This Matters

Every youth mentored. Every mediation completed. Every healing circle hosted. These are not just activities—they are lifelines. Together with partners like Saint Agnes Medical Center, we are proving that community health is not just about treating wounds but preventing them, not just about survival but about hope and transformation.

Call to Action

We invite you to stand with us. Whether through mentorship, mediation, or community healing, there is room for every hand and every heart in this work. Because when we invest in safer neighborhoods, we create healthier families—and a stronger, more hopeful city for us all.

Stop the Violence-Fresno – Standing on the frontlines, walking with the people, and turning pain into purpose.

Sincerely,

Pastor Joby Jones and Lady Jazzmine Jones



ADVANCING SOCIAL CARE

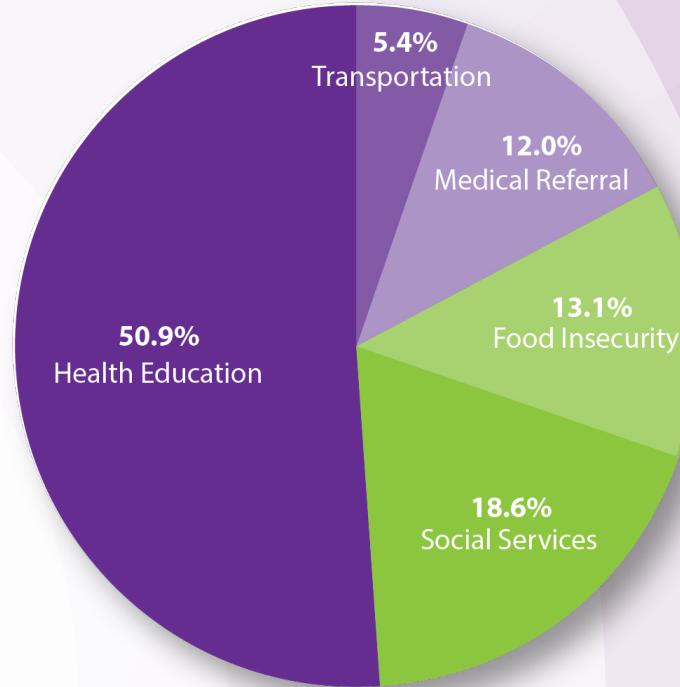
Advancing Health Equity Through Compassionate Community Care

Saint Agnes' commitment to understanding patient social needs highlights the vital role of assessing each individual's circumstances. By identifying factors like housing, food access, and transportation, care teams can connect patients to essential resources and improve health outcomes through more personalized, equitable care. In FY25, Saint Agnes care providers assessed more than 18,500 patients in its ambulatory and inpatient care setting.

At Saint Agnes, we remain committed to ensuring that every individual—regardless of socioeconomic status—has access to the essential resources that support a healthy and dignified life. This includes access to nutritious food, appropriate clothing, stable housing, quality medical care, and vital social services.

In alignment with our mission to improve community health and serve those most in need, Saint Agnes continues to invest in transformative programs like our Community Health Worker program within the Saint Agnes Health Hub and Substance Use Peer Support Program in our Emergency Department. These initiatives address both social and clinical barriers to wellness, helping individuals overcome challenges that hinder their health.

Over the past year, the Health Hub's dedicated Community Health Workers facilitated more than 5,440 connections to critical services, including: primary and specialty medical care, food, financial and transportation resources.



Top Patient Needs

- Insurance enrollment
- Food and transportation assistance
- Health education
- Financial support
- Housing resources
- Behavioral health, substance use, and mental health services

The impact of the Health Hub extends beyond individual outcomes—it strengthens families, raises awareness among clinicians about the role of social drivers of health, and fosters a more responsive and inclusive care environment.

As we look ahead, we recognize the importance of evolving our solutions to meet the changing needs of our community. Together,

Reflecting on the Impact of Our Community Health Workers

When I first walked into the Saint Agnes Health Hub, I didn't know just how deeply this work would change me. I thought I was coming to help others, but I quickly learned that this work would shape my heart, my perspective, and ultimately, my purpose.

The first few weeks at my host site were nerve-wracking. I was trying to understand all the different types of insurance, what each program covered, and how to connect patients efficiently without making mistakes. The pressure to be perfect was overwhelming, especially when it came to documentation and making timely referrals. But with time, I built confidence like no other. Being able to connect patients with the resources they desperately needed became one of the most rewarding parts of my role. Their gratitude reminded me, every day, just how important this work truly is.

I remember one patient in particular, a man in his early 50s. I first met him during an assessment at the hospital. He had no family support and was being readmitted almost every month because he couldn't take care of himself at home. Eventually, I conducted a home visit, and that day hit me hard. The house was so unsanitary that it was unsafe to live in. That moment was the first time the weight of this job truly settled in. I spoke with him about the importance of obtaining IHSS (In-Home Supportive Services) and explained how a provider could assist him. I was able to connect him with the care he needed, as well as arrange tailored meals and transportation services. I had never seen him smile before; he was always in pain, withdrawn, and quiet. But after receiving support, that smile appeared, and I'll never forget

it. To me, it was just part of doing my job, but to him, it meant a second opportunity. That moment still stays with me. However, while there are so many highs in this job, there are also lows.

Being a Community Healthcare Worker is filled with incredible highs, but it's important to raise up that being a Community Healthcare Worker can also feel very heavy sometimes. No one prepares you for the moment you find out one of your patients has passed away. There's no emotional protocol, just a quiet update in the system and the clinical task of closing their chart. The truth is, sometimes you are the last face that a patient sees. The last voice that asked how they were doing. The last person who fought to connect them with food, shelter, medical care, or simply a sense of dignity. That reality never really leaves you and it's why I show up every single day, determined to give this work everything I have. Because when it works, when we're able to prevent a hospital readmission, connect someone with resources they didn't even know existed, or support a patient who thought they were completely alone, it's one of the most heartfelt feelings in the world. We're not just pointing people to services. We're giving them tools. We're giving them hope. We're giving them a chance to take back control of their health and their lives.

Sometimes, all it takes is one conversation. One home visit. One referral and that can be the difference between a cycle of hospitalization and a future filled with hope.



– Diego Ramirez, Health Fellow



Holy Cross Health and Wellness Center

The Saint Agnes Holy Cross Center for Women has a rich history of over 40 years of public service, originally established by the Sisters of the Holy Cross and operating a day respite and learning center for homeless and low-income women and their children.

Now known as the Holy Cross Health and Wellness Center (HCHWC), it stands as a beacon of hope, providing holistic care through rapid rehousing services, parenting and financial literacy programs, and short-term case management. It also offers outpatient treatment for substance use and behavioral health. HCHWC diversion services are a testament to our commitment to preventing homelessness and aiding those experiencing homelessness by offering alternative solutions to individuals and families in crises.

In FY25, HCHWC had a greater impact, documenting 9,000 encounters in which it provided essential items, including clothing, hygiene products, diapers, and self-care services. Our ongoing partnership with WestCare of Central California allowed us to continue offering behavioral health, substance use, and mental health services. This collaboration helped improve access to critical services and

reduce barriers for individuals at risk of or experiencing homelessness, substance use disorders, and behavioral health issues, ultimately making a meaningful difference in our community. In FY25, SAMC invested \$350,000 in net community benefit to support the Holy Cross Health and Wellness Center.

Naomi's House at Holy Cross

In May 2025, Saint Agnes Medical Center partnered with Poverello House to maximize the use of the Holy Cross Center by transforming an office building into a safe, temporary housing facility for unhoused and underserved women in Fresno. This newly renovated 2,426-square-foot facility offers 30 beds, a full-sized kitchen, a dining area, private showers, comfortable bedding, a laundry room, and a dedicated educational space for women to begin rebuilding their lives.



HEALTH EQUITY AND HUMAN IMPACT

MLK Health Equity Symposium

"Mission Possible: Advancing Health Equity." In honor of Martin Luther King Jr. and his legacy, Saint Agnes leaders, colleagues and community members gathered on Wednesday, January 15 for the MLK Health Equity Symposium to recognize the ways in which Dr. King's vision and tireless work remain relevant today – right here in the Valley.

Dr. King's work focused on humanity, equity, and justice – ensuring access to the same opportunities for all humankind. Inspired by the words of Dr. King, "We must walk on in the days ahead with an audacious faith in the future.".

Our session opened with a reflection on Dr. King's work and an address from **Starshema Dimery**, Manager, Patient Experience. She shared the story behind her personal calling and mission and encouraged all those in attendance to do the hard work necessary to make positive changes happen for our patients and community.

We were proud to recognize two of our incredible community partners with the Saint Agnes Community Partner Award for their contributions to health equity and bridging gaps for minority communities. Congratulations to **Ricardo Castorena**, President & CEO, Binational of California and **Dr. Francine Oputa** (posthumous), Oputa and Associates, Transforming Communities Initiatives – Southwest Fresno. A special thank you to these selfless individuals and the organizations they support for not just believing in this important work, but for being the hands to carry it out.



Colleague Resource Groups

To help colleagues celebrate their unique cultures and lived experiences, we were thrilled to reintroduce all our Colleague Well-being resources that supports the seven dimensions of holistic well-being.

Seven Dimensions of well-being

As a faith-based health care system, we lead with a healthy spirit and believe that spiritual, mental, social, vocational, emotional, physical and financial well-being can positively affect quality of life not only for ourselves, but also for our families and those we serve. See are refreshed descriptions for each dimension below.

Spiritual – Connect to a sense of greater purpose and meaning in life

Mental – Care for the mind

Social – Cultivate healthy relationships and community

Vocational – Experience fulfillment from work

Emotional – Build personal resilience

Physical – Care for the body

Financial – Foster financial stability

Additionally, we were proud to announce the launch of two new Colleague Resource Groups (CRGs): LGBTQ+ and Asian American Pacific Islander (AAPI). Connecting with colleagues truly enhances our Mission, Vision, and Core Values. Thank you for helping to make our Saint Agnes communities vibrant.

Celebrating Juneteenth and Pride Month

Juneteenth and Pride Month may honor different histories, but both remind us of the ongoing fight for freedom, dignity, and equality. That's why we brought them together—because liberation for one is liberation for all.

Colleagues listened to inspiring messages and personal reflections about the power of allyship and the importance of showing support, creating safe spaces and standing together.

Juneteenth reminds us that freedom is not a finish line—it's a journey. Pride Month reminds us all why we must keep walking. Together, we're committed to creating a more and inclusive future for all. Thank you to everyone who participated in this meaningful event –walking together as colleagues, leaders, and allies in celebration of hope, unity, and progress.

SUPPORTING OUR PATIENTS AND COMMUNITY

Heart & Soul

Saint Agnes was proud to restart Heart & Soul in 2025! This 8-week program is no-cost and designed to help women improve their cardiac health, lose weight, lower total cholesterol, begin an exercise routine and adopt a healthier diet.

As a Heart & Soul participant, they received:

- A personalized exercise program designed by a Saint Agnes exercise physiologist
- Supervised exercise lessons at the Saint Agnes Cardiac Rehab gym
- Health information presented through fun and interactive demonstrations



2025 Wellness Club

Saint Agnes continued the Wellness Club in FY25 as an opportunity for residents to participate in no-cost wellness programs and workshops offered by community organizations throughout Fresno and Madera. Participation in the Wellness Club supports residents in living their best – and healthiest – quality of life while also providing opportunities to learn something new and make friends along the way!



Mental Health Grief Support

Saint Agnes recognizes that grief is a deeply personal experience, with each individual navigating its complexities in their own way. After the loss of a loved one, mental health becomes crucial, as the grieving process can significantly impact emotional well-being. It is essential to confront our feelings to heal and adjust to life without our loved ones.

We understand that neglecting grief can lead to complications such as depression, anxiety, and other mental health issues. This underscores the importance of actively managing your mental state during this period of bereavement.

Our open support group allows members to attend as many or as few sessions as they wish. While sharing feelings is not mandatory, we encourage attendees to express their grief. In FY25, our Grief Support Group positively impacted 145 individuals coping with the loss of a loved one.

Family Maternal Education

As Fresno County's first Baby-Friendly Hospital, Saint Agnes is committed to treating families with compassion while ensuring the highest quality and safety standards. We continuously invest in innovative practices that promote positive health outcomes for those expecting in our community. We are devoted to supporting expecting mothers and their young children by enhancing the journey into pregnancy and building confidence. Our educational programs, which are entirely free, provide an opportunity for mothers to connect with other babies while learning about pregnancy, labor, childbirth, breastfeeding, baby care, safety, and parenting. In FY25, Saint Agnes contributed over 100 hours towards 1:1 education through this valuable and impactful program.

Perinatal Wellness Initiative

In FY25, Saint Agnes launched a comprehensive Perinatal Wellness Initiative within our Women and Infant Services to encourage healthy behaviors and coping mechanisms throughout the pregnancy journey. We understand that social support during pregnancy is crucial for a woman's physical and mental well-being, as it can help reduce stress, anxiety, and depression, ultimately leading to better pregnancy outcomes for both mothers and their children. This initiative aims to provide strong support for pregnant and postpartum individuals, offering a wide range of mental health services, including access to counseling, lactation support, health education, and connections to essential community partners and support groups that address issues such as postpartum depression and anxiety. We strive to reduce barriers related to social drivers of health (SDoH) and promote overall well-being during the perinatal period, encompassing pregnancy, childbirth, and postpartum care.

A special thank you to the Central California's Women's Conference for their direct support of this exciting new initiative.

Blood Drive

Approximately once a quarter, Saint Agnes organizes on-campus blood drives in partnership with the Central California Blood Center. Given the ongoing critical demand for blood across the Central Valley, we are grateful to our colleagues who have donated throughout the year. By supporting local patients with the life-saving gift of blood, our colleagues contributed a total of 88 hours to help save approximately 252 lives in the Valley!



CARE FOR THE COMMON GOOD

Affordable health care should be accessible to all. Medicaid provides a lifeline for 72 million Americans, including children, older adults and people with disabilities. Seniors count on Medicaid to access long-term nursing home care and programs that allow people to age in place instead of an institutional setting.

As Congress continues to explore cuts to Medicaid, it's important to remember that cuts to Medicaid don't just impact a few, they affect all of us. One in five Americans relies on Medicaid for health care coverage. These are people we know and care about – our neighbors, colleagues, and loved ones.

Across Trinity Health, our regional health ministries treat thousands of vulnerable patients. Here at Saint Agnes, Rickey was recovering at home from a months-long stay in the hospital when his Medicaid coverage suddenly changed to a new plan.

Learn how a Saint Agnes Community Health Worker helped Rickey regain access to the resources he needed to heal.

A Face of Medicaid in Our Community

Rickey, 63, lives in a rural community in California's Central Valley. He is a proud father and husband who has always worked hard to take care of his family. In January 2024, life for Rickey and his family took a drastic change when he was diagnosed with a devastating health condition. He spent months at a time in the hospital, many of them at tertiary care centers hours away from his friends, family and home. He also needed additional rehabilitation in a nursing facility.

During this time, Rickey was thankful that he had Medicaid (aka Medi-Cal) to cover the costs that his Medicare Advantage Plan did not cover. After Rickey was discharged from rehab in October 2024 and was able to return home, he notified his case manager that he was not able to afford the diet that his doctor prescribed him. He was referred to a Saint Agnes Community Health Worker to help meet his social determinants, and through this assistance, he was approved for an in-home service worker, an energy discount program, Cal-Fresh and Groceries2Go. Rickey and his family are grateful for these services, which have allowed him to focus on his health.

In January 2025, Rickey experienced another hurdle when his plan was changed to a different Medicaid program that required him to cover a larger share of costs out-of-pocket before care was covered. He was suddenly unable to pay his caregiver or receive food benefits, which caused a tremendous amount of stress. He had seen the improvement the Medicaid programs had on his life, and was afraid that without them, he would end up back in the hospital and possibly not make it through.

Thankfully, Rickey was able to enter back into a full coverage Medicaid program through a local community program that reinstated his Medicaid benefits. Rickey once again is able to focus on his health, going to his doctor appointments and continuing with his rehabilitation, which have helped him stay out of the hospital since October 2024.

SAINT AGNES HEALTH RECOGNITION

We were pleased and honored to share that Saint Agnes Medical Center has been named a Best Regional Hospital 2024-2025 by U.S. News & World Report, ranked No. 1 in Fresno and No. 49 in California.

Fresno, CA—Saint Agnes is thrilled to be named People's Choice "Best Place to Have a Baby" and "Best Urgent Care/Walk-in Clinic" as part of The Fresno Bee's 2025 Best of Central California Awards.

With more than 974,000 votes cast across all categories and 688 businesses awarded, Saint Agnes ranked among the top in six health and wellness categories, including:

- **Best Place to Have a Baby – First Place**
- **Best Urgent Care/Walk-In Clinic – First Place**
- **Best Hospital – Second Place**
- **Best Orthopedic Surgeon – Second Place**
- **Best Surgery Center – Second Place**
- **Best Women's Clinic – Second Place**

"Our mission is to provide the highest quality, compassionate care for every patient who walks through our doors," says Dr. Gurvinder Kaur, Saint Agnes President and Market Leader. "Being selected by members of our community as one of the best health care organizations in six categories is a tremendous honor and a testament to our amazing team of physicians, colleagues and volunteers. But the greatest honor is the opportunity to continue being a healing presence across the Central Valley."



**Two more
reasons to smile**

Saint Agnes named People's Choice
"Best urgent care/walk-in clinic" and
"Best place to have a baby"

Once again, Saint Agnes ranks **top in the nation!**



Our nine Healthgrades Awards for 2025 prove once again that Saint Agnes is a leading hospital in the nation in the areas of spine and orthopedic surgery, based on the evaluation of nearly 5,000 hospitals.

These awards reflect our 95-year commitment to providing our patients and the Valley with the highest quality care. We are proud to be the only hospital in Fresno to receive the America's 100 Best Hospitals for Spine Surgery award and are even prouder to have held this honor for 14 years in a row!

2025 Healthgrades Awards

- America's 100 Best Hospitals for Spine Surgery™ (2012-2025)
- Spine Surgery Excellence Award™ (2012-2025)
- Top 10% in the Nation for Spine Surgery (2012-2025)
- Five-Star Spinal Fusion Surgery (2012-2025)
- Outpatient Orthopedic Surgery Excellence Award™ (2025)
- Outpatient Joint Replacement Excellence Award™ (2025)
- Top 10% in the Nation for Outpatient Orthopedic Surgery Excellence (2025)
- Top 10% in the Nation for Outpatient Joint Replacement (2025)
- Five-Star Outpatient Total Knee Replacement (2025)

SUPPORT OUR SACRED WORK

We invite you to be part of a transformative opportunity to expand the reach and impact of the Holy Cross Health and Wellness Center. With your support, we can extend vital programming and bring to life two exciting new initiatives: The Holy Cross Medical Health Clinic and a Community Garden.

These additions will not only enhance access to essential health services but also foster wellness, education, and connection among our neighbors and community partners. The medical clinic will provide compassionate and accessible care to those who need it most, while the community garden will serve as a living classroom and a source of nourishment—both physically and spiritually.

Our ministry would not be possible without the spirit of generosity, and we are continually blessed by your gifts of time, faith and financial support. Your investment will help us build a healthier, more resilient community. Together, we can cultivate a space where healing, growth, and hope flourish. Thank you for believing in our healing mission and supporting our sacred work in this community.





Saint Agnes

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