



## FACTS 2009

### Mercy General Hospital, Sacramento, CA

#### OVERVIEW:

Located in the heart of California's capital, Sacramento, Mercy General Hospital is a 342-bed not-for-profit hospital that provides a wide range of health, social and support services with special advocacy for the poor and underserved. Mercy General is a nationally recognized center for quality tertiary care and research. It includes the nationally recognized Mercy Heart & Vascular Institute, one of only a few Joint Commission-certified Stroke Programs. Mercy General also is a respected center for Acute Rehabilitation, maternity care, orthopedics, spine care, eye surgical care and oncology.

- *Our Mission is to:*
  - *Deliver compassionate, high-quality, affordable health services*
  - *Provide direct services to our sisters and brothers who are poor and disenfranchised and to advocate on their behalf*
  - *Partner with others in the community to improve the quality of life*
- *Our Values, which every Mercy General employee embodies every day, are:*
  - Dignity
  - Collaboration
  - Justice
  - Excellence
  - Stewardship

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Sacramento, CA  
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Phone: 916.453.4545  
Web address: [www.mercygeneral.org](http://www.mercygeneral.org)



## QUICK STATS:

Within Mercy General's parent organization Catholic Healthcare West (CHW), which has 41 hospitals in three western states, Mercy General Hospital is:

- # 1 in cardiac volume
- # 1 in total surgeries
- # 4 in terms of average daily census

### Employees:

Nearly 2,000

### Emergency Department beds:

16 beds

### Medical Staff:

781 physicians (389 active),  
14 resident physicians  
431 nurses

### Emergency Department visits FY08:

34,204

### Number of Research Employees:

20

### Licensed acute-care and skilled-nursing beds:

342 General Acute Care

### Active Volunteers:

350

## PEER RECOGNITION:

- Mercy General is one of 26 hospitals across the nation selected to receive the "Premier Quality Award" for 2008 for outstanding patient care.
- Mercy General recently was named one of the Top 100 Hospitals in the nation for cardiac care and for overall hospital care by Thomson Reuters, an industry leader in providing information and decision support tools to help healthcare organization improve patient care.
- Mercy General Hospital exceeds national benchmarks in all core treatment measures including heart attack, heart failure and pneumonia.
- Mercy General Hospital is proud to report better than average statewide mortality rates, according to OSHPD, for:
  - Craniotomy
  - Acute Stroke
  - GI Hemorrhage
  - Carotid Endarterectomy
  - Hip Fractures
  - Percutaneous Transluminal Coronary Angioplasty (PTCA)
- Mercy General Hospital exceeds national targets for National Door to Balloon Alliance in improved time to perform angioplasty in heart attack patients.
- Mercy Stroke Center doing prominent national research; ranked among such institutions as Stanford, UCLA, and UC San Diego.
  - We are also doing research in cardiac, stroke, retina, and infectious diseases

### PEER RECOGNITION, cont.:

- Mercy Stroke Center was one of the first in California to be awarded a Primary Stroke Center certification by The Joint Commission, receiving the Gold Seal of Approval™.
  - In November, 2008, The Joint Commission recertified Mercy General's program, which handles more than 200 stroke cases and 400 neurology cases per year, as a Primary Stroke Center for two more years
- Mercy General Hospital's cardiac care team is recognized as a Blue Distinction Center, meeting the high quality standards in cardiac care as set forth by Blue Cross of California and Blue Shield of California.
- The Joint Commission gave Gold Seal of Approval™ to Mercy General Hospital's cardiac disease management programs, CHAMP® and Heart Smart.
- Cardiac Rehabilitation program is certified by American Association of Cardiovascular and Pulmonary Rehabilitation (AACVPR).

### SERVICES OVERVIEW:

- **Mercy Heart & Vascular Institute:**
  - **1,077 open-heart surgeries in FY08**
    - Mercy Heart & Vascular Institute's cardiac program is among the nation's finest. We serve the greater Sacramento area, as well as other geographic locations, through a large referral network.
    - We also provide the largest surgical program in Northern California. In fact, we are nationally recognized in a full range of cardiac services, from prevention, to intervention and surgery, to wellness programs and education. Leading-edge research in all areas of cardiovascular care, including into drugs, cardiac devices and new technologies, keeps Mercy Heart Institute at the forefront of care. Named one of the 100 Top Hospitals for Cardiovascular Care, Mercy General Hospital continues to pioneer treatment options for the heart.
    - **Heart & Vascular Institute Electrophysiology Lab—one of the largest programs in the western United States:**
      - **766 EP lab procedures FY08**
      - **796 EP pacemaker procedures FY08**
- **Mercy Stroke Center:**
  - An innovative leader in using a team approach to diagnose, treat and rehabilitate stroke patients, Mercy General is one of few California hospitals that has earned the Gold Seal of Approval™ by The Joint Commission. Mercy General has set the standard for acute stroke care by becoming a model for hospitals across the nation and is the first principal provider of national stroke research in Northern California and is ranked among such prestigious institutions as Stanford, UCLA, and UC San Diego.

## SERVICES OVERVIEW, cont.:

- **Emergency Department:**
  - **32,271 ER visits FY08**
    - Staffed by the highest quality doctors and nurses, Mercy General Hospital is a community leader in providing open Emergency Room access, with 24-hours-a-day, 7-days-a-week service, far more hours than other downtown Sacramento hospitals. We pride ourselves in our acceptance of ALL patients who need high-quality, affordable health services.
- **Neuroscience/Spine and Rehabilitation Services:**
  - **731 Spine procedures in FY07**
  - **3,128 neurology and neurosurgery cases in FY07**
    - Mercy's philosophy of care is nowhere more evident than in our neuroscience, spine and rehabilitation services. To help patients manage their physical, mental and spiritual health, we look at the whole person rather than simply treating the illness or injury. Patients from throughout the greater Sacramento area have come to depend on Mercy's standard of healthcare excellence.
- **Orthopedics/Spine:**
  - **2,632 ortho cases in FY08**
  - **756 spine surgeries in FY08**
    - Our Orthopedic Center of Excellence is dedicated to providing an accurate diagnosis and lasting treatment solutions that restore strength, flexibility and function to problem areas such as knees and hips. Using the latest technologies and techniques, our board-certified orthopedic specialists offer a full range of services from minimally invasive arthroscopy to total joint replacement surgery.

## ACCREDITATIONS:

- The Joint Commission  
Accredited Programs:
  - Primary Stroke Center
  - Heart Smart Programs
  - CHAMP® (Congestive Heart Active Management Program)
- American College of Surgeons  
Comprehensive Cancer Program
- College of American Pathologists
- American Association of  
Cardiovascular and Pulmonary  
Rehabilitation (AACVPR)

## AND WE'RE A GREAT PLACE TO WORK:

- Mercy General Hospital employee satisfaction is high: In twice-yearly surveys employees rate MGH high in "effectiveness"; in June, 2008 we achieved a survey score of 80.
- In 2008 the California Task Force on Youth and Workplace Wellness honored Mercy General with a Gold Award, one of four businesses in the state, and the only California hospital to receive a Gold Award, recognized for its clear commitment to ensure that all employees receive access to workplace wellness programs.
- Recognized as one of the Best Workplaces for Commuters in Sacramento by The Sacramento Business Journal.
  - The list highlights employers offering great commuter benefits to employees