Controlling healthcare costs is an important focus at Sutter Health. It’s important to us because it’s important to our patients and their families.

Every single day, teams across our organization work to hold the line on costs—all while promoting the highest quality patient care. It’s the very foundation of our system—sharing best practices, adopting new technologies, responsibly managing resources and leaving no stone unturned so we deliver care that is as efficient as possible for our patients and communities.

**SUCCESS SNAPSHOT**
Making healthcare more convenient and less costly requires innovative thinking and tenacity. Big and small measures all combine to help drive savings for our patients, employers and organization.

**Driving Technology:**
Video visits, text chats and mobile health vehicles are lower cost alternative options to traditional in-person services

**Coordinating Care:**
Using electronic health records and coordinating healthcare between clinicians and care centers helps to reduce complications and lower hospital re-admission rates

**Tackling High-Priced Drugs:**
Offering quality generic drugs has saved $64 million as an alternative to costly brands

**Providing Better Navigation to Care:**
On-demand virtual symptom checker directed about half of patients to more affordable primary care

**Improving Convenienc & Eliminating Waste:**
Patients can use “fast passes” for earlier appointment times, reducing no-shows by 56%

**Lowering the Cost of Care:**
U.S. government statistics show average costs for care at Sutter are 7% lower than comparable Northern California hospitals

**Creating Efficiencies:**
Consolidating vendors and creating administrative efficiencies saved $473 million in operations

**Implementing Best Practices:**
Applying best practices and standardizing care delivery promotes high-quality care and saved $30 million in just two years

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*The Dartmouth Institute for Health Policy and Clinical Practice, The Dartmouth Atlas Data, Medicare spending per decedent during the last two years of life, https://atlasdata.dartmouth.edu/static/eol_chronic_illness*
Consumers are increasingly requesting information about potential costs of healthcare services before receiving care. Sutter’s online cost-estimator tool provides patients with real-time, personalized estimates for common ambulatory healthcare services, such as office visits, lab tests or X-rays. With an eye to transparency and access, patients can look up more than 225 of the most frequently used medical services. Users have reported the tool is easy to use and helps them make informed decisions about their own care and treatment.

Within our integrated network, we are examining every level of the patient experience, including scheduling and billing, telehealth and convenience technologies, application of best practices and groundbreaking surgical care to deliver shorter stays, better outcomes and, ultimately, reduced costs.