



CROZER-KEYSTONE  
HEALTH SYSTEM  
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Mr. David Wilderman, Acting Executive Director  
Pennsylvania Health Care Cost Containment Council  
225 Market Street, Suite 400  
Harrisburg, PA 17101

Dear Mr. Wilderman:

We at Crozer-Chester Medical Center would like to thank PHC-4 for the opportunity to comment on the 2006 CABG and Valve Surgery report. The entire Crozer-Keystone Health System supports the public reporting of this information as it both informs the public about the quality of care provided by hospitals in the state, and allows those hospitals to focus on areas for improvement. Appropriately, this report has caused us to re-review our cardiac surgical program results of 2006 in an effort to determine if we can improve the care to our patients in the future.

We would like to point out to the public that our 2006 results are very different from our multiple years of favorable results previously reported by PHC-4. In addition, our results for 2007 and the first half of 2008, though not yet confirmed or published by PHC-4, are comparable to those more favorable results of 2004-2005. If one reviews our trend over several years it is apparent that the 2006 results are indeed unusual and not the norm for Crozer-Chester Medical Center or its cardiac surgeons. In fact, this trend demonstrates that, over time, our performance is much more consistent with the rest of Pennsylvania's hospitals.

Assessment of outcomes is complex and problematic. Rest assured that Crozer-Keystone Health System has committed energy and expertise to sustain and further improve the quality and safety of our cardiac surgical program.

Again, we thank you not only for providing this information publicly, but for providing the opportunity to comment as well.

Sincerely,

Eric D. Dobkin, MD, FACS, FCCM  
Vice President, Quality / Patient Safety  
Crozer-Keystone Health System