

October 19, 2006

Mark P. Volavka  
Executive Director  
Pennsylvania Health Care Cost Containment Council  
225 Market Street, Suite 400  
Harrisburg, PA 17101

Dear Mr. Volavka,

The Heart of Lancaster Regional Medical Center has diligently reviewed the medical records of the patients reported to have acquired an infection while receiving care at our facility in 2005.

It is our opinion that each patient received appropriate medical care and in many instances, pre-existing chronic medical conditions, age and general poor health status prior to the hospitalization predisposed them to this complication and greatly contributed to the cost of the hospitalization.

Regardless, we are committed to continually evaluating the outcomes of the services we provide. It is with this knowledge that we modify procedures, purchase new and improved tools for all of our physicians and concurrently educate our staff. Our focus and primary goal is to provide excellent health care services and continually improve patient outcomes.

Sincerely,



Lee Christensen, CEO  
The Heart of Lancaster Regional Medical Center  
Lititz, PA