



MERCY HOSPITAL, SCRANTON
MERCY HOSPITAL, WILKES-BARRE
MERCY SPECIAL CARE HOSPITAL
MERCY MANAGED CARE, INC.
MERCY MED - CARE, INC.
MERCY HOME HEALTH /
MERCY HOSPICE

C.J. URLAUB
CHIEF ADMINISTRATIVE OFFICER

MERCY HEALTH PARTNERS
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October 13, 2003

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

Dear Mr. Volavka,

Mercy Hospital, Scranton, would like to express its appreciation to the Pennsylvania Health Care Cost Containment Council for its inclusion in the Hospital Performance Report. Mercy prides itself in providing quality care for all of its patients and recognizes that the Pennsylvania Health Care Cost Containment Council's efforts help to ensure the quality of care.

We have extensively reviewed all of the information provided in your report. An analysis of the reported mortalities was performed and no significant quality issues were discovered. The single mortality in DRG 323 was unrelated to renal calculi but was secondary to multiple pulmonary emboli, an unexpected complication of a complex medical problem – in this patient.

Mercy Hospital, Scranton, remains committed to providing the highest standard of patient care with a dedication to quality and patient safety.

Sincerely,

A handwritten signature in black ink, appearing to read "C.J. Urlaub", written in a cursive style.

C.J. Urlaub
Chief Administrative Officer

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