



Mr Marc P. Volavka
Executive Director,
PA HC4
225 Market Street
Suite 400
Harrisburg, PA 17101

September 15, 2004

Dear Mr Volavka;

We are in receipt of the most recent Hospital Performance Report FFY2003. Thank you for the opportunity to review and comment on these findings.

Our response is based on a thorough review of the data and individual case reviews which offer additional information for consideration in understanding the designated ratings.

Mortality Rating - Diabetes Management

2 mortalities account for the greater than expected rating in this category. Of these two, one patient presented to the hospital with a hypoxic encephalopathy due to pre-hospital circumstances along with her diabetic diagnosis, and certainly impacted the clinical outcome. The family chose to discontinue life support.

Mortality Rating - Respiratory Failure with Mechanical Ventilation

17 mortalities in 26 cases in the category accounted for the higher than expected mortality rate. Aside from the obvious acuity of this category of patients, are several factors which may have contributed to this finding:

- the average age of these patients was 77.9 years
- 4 of the 17 patients were residents of nursing homes with multiple concomitant medical conditions
- 14 of the 17 patients had a DNR status or were withdrawn from life support based on family wishes; an obvious impact on mortality

We continue to use the PAHC4 data in our ongoing improvement efforts and appreciate the availability of the system and its data to support those efforts.

Sincerely,

A handwritten signature in black ink, appearing to read "George Miller", written over a horizontal line.

George Miller, CEO