

Heart of Lancaster  
Regional Medical Center

1500 Highlands Drive  
Lancaster, PA 17543



Lancaster Regional  
Medical Center

250 College Avenue  
Lancaster, PA 17604-3434

September 17, 2004

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

Dear Mr. Volavka:

Thank you for the opportunity to review the hospital performance data for the time period October 1, 2002 through September 30, 2003.

In one of the DRGs/conditions studied, the mortality rate was higher than expected. Review of these particular records revealed an elderly population with complex conditions and co-morbidities that complicated their hospital course and outcome.

We support PHC4 in its efforts to provide the consumer with quality information to assist in medical decision-making.

Sincerely,

Lee Christensen  
Chief Executive Officer