

MEMORANDUM

TO: Marc P. Volavka, Executive Director
Pennsylvania Health Care Containment Council

FROM: Linda S. Lavin, MD
Vice President of Medical Affairs

RE: Hospital Performance Reports, Formal Comments

DATE: September 17, 2004

Grand View Hospital's mission is to provide the highest level of quality care to our patients and is, therefore, committed to quality improvement efforts. Towards that end, data such as reported by the Pennsylvania Health Care Cost Containment Council is routinely reviewed by physicians and hospital staff involved in quality review. Prospective and retrospective analysis of aggregate data is combined with intensive individual patient file review in this process. In the case of the 2004 Hospital Performance Report, three DRG's and/or Diagnoses Groups were noted where mortality rates for Grand View Hospital were higher than expected according to the Pennsylvania Health Care Cost and Containment Council's analyses. On review of the patient files, all but three (3) patients reported in this study were admitted with end-stage or terminal illnesses for which the patient and/or their families requested comfort care only. Of the remaining 3 patients, their condition on admission was either critical or their disease process advanced and despite usual and appropriate therapy, these patients died of the illness that brought them to the hospital. Grand View continues to support the efforts of the Health Care Cost Containment Council to make information available to consumers to assist in their healthcare decisions. We are also committed to providing compassionate care for our patients by respecting their wishes and rights within the boundaries of the law and medical ethics.