



# UPMC HEALTH SYSTEM

*UPMC Presbyterian Shadyside*

September 16, 2004

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

Dear Mr. Volavka:

UPMC Presbyterian Shadyside would like to express their appreciation for the commitment and effort of the Pennsylvania Health Care Cost Containment Council in the recent publication of the *2003 Hospital Performance Report*. We appreciate the opportunity to comment on the items displayed in the performance report.

#### *Mortality*

The information published in this report shows the mortality rate for UPMC Presbyterian Shadyside was not significantly different than expected in all 29 code-based conditions and 20 DRG's that were examined. As part of our ongoing Quality Review process, every mortality undergoes an independent Physician review and includes an assessment of established quality standards of care.

#### *Length of Stay and Readmissions*

The report profiled a rating for length of stay outliers, either for shorter or longer than expected lengths of stay as well as 30-day readmissions for the code-based conditions and DRG categories. Our facility has a systematic review process to identify readmissions across all service lines. These reviews are then forwarded to an independent physician reviewer and include an assessment of established quality standards of care.

We appreciate the work of the Council and the information provided both to the public and to hospitals to allow them to continuously focus and improve the quality of their services.

Sincerely,

A handwritten signature in cursive script that reads "Elizabeth B. Concordia".

Elizabeth B. Concordia  
President