



September 13, 2005

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

Dear Mr. Volavka:

Thank you for the opportunity to review and comment on the Pennsylvania Health Care Cost Containment Council's (PHC⁴) 2004 Hospital Performance Report.

Holy Spirit Hospital strives to provide quality healthcare. We are continually upgrading how we implement, track and report quality initiatives throughout the institution. We have recently changed the model we utilize to improve clinical quality at Holy Spirit Hospital. This new model will focus efforts and ensure timely feedback. The hospital has hired a masters' prepared registered nurse to fill the newly created position of Director of Clinical Quality and Organization Performance. Her responsibilities include overseeing a Quality Council which will develop, implement, track and modify quality initiatives.

Holy Spirit Hospital recognizes that completeness of documentation in the medical record can affect the expected mortality rate for a particular diagnosis. Two outside reviewers have noted a need to improve documentation to achieve the goal of accurately reflecting the severity of illness of our patients. To address that, the hospital has begun a system wide initiative to improve documentation in the medical record by physicians, nurses and allied healthcare professionals. This initiative involves concurrent review of the medical record by specially trained registered nurses and will provide timely feedback to improve documentation.

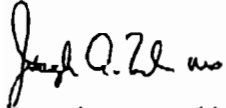
Holy Spirit Hospital monitors several quality reports in addition to the PHC⁴ Hospital Performance Report. The hospital performed well in the PHC⁴ Coronary Artery Bypass Graft Surgery and the PHC⁴ Hip and Knee Replacement Reports. In the Centers for Medicare and Medicaid Services National Quality Initiative Report, the hospital also performed well in many of the process quality indicators. There has been steady improvement in the indicators where Holy Spirit Hospital fell below state average. In a recent Medstat analysis of the Pennsylvania discharge data for calendar year 2003, Holy Spirit performed on average or better than average for all 23 of the Agency for Healthcare Research and Quality's (AHRQ) Patient Safety Indicators.

*A Service of Holy Spirit Health System
503 North 21st Street - Camp Hill, PA 17011
717-763-2662*

As a community healthcare institution, Holy Spirit Hospital takes seriously its responsibility to provide high quality care to our community. We will continue to strive to improve the quality of care administered and strengthen the confidence placed in us by our patients.

We greatly appreciate the work that PHC⁴ is doing to improve healthcare in Pennsylvania.

Sincerely,



Joseph A. Torchia, M.D.
Vice President, Clinical Resource Management
Interim Vice President, Medical Affairs

JAT/jkt—PHC⁴—09-13-2005

A Service of Holy Spirit Health System
503 North 21st Street • Camp Hill, PA 17011
717-763-2662