



Hazleton General Hospital

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September 19, 2008

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

Dear Mr. Volavka:

Thank you for giving us the opportunity to respond to our 2007 Hospital Performance Report.

Last year, Hazleton General Hospital participated in a pilot program called "Accelerating Best Care in Pennsylvania". The purpose of the program was to train and implement a new method of performance improvement. Under the guidance and instruction of combined faculty from Jefferson Medical College and Baylor University, we initially formed five quality improvement teams. All our teams reached our goals within months of inception, and we were honored to present our improvements to a group of state and national health experts in Harrisburg in June of 2007. Since that time, we have rolled out this methodology to all our performance improvement efforts. We presently have over 40 teams working on improvement projects. While we continue to fall out on a number of diagnoses on this year's report, we are very confident that the improvements we have made thus far will translate into better statistics by next year's report.

Hazleton General Hospital is committed to providing quality health care to the Greater Hazleton area. We are pleased to see that the Hospital Performance Report validates our hard work.

Yours truly,

A handwritten signature in black ink, appearing to read "Barbara A. Vilushis".

Barbara A. Vilushis, DO
Associate Medical Director, GHHA

Our hearts is in healthcare.