



**September 14, 2009**

**Mr. David H. Wilderman**  
**Acting Executive Director**  
**PA Healthcare Cost Containment Council**  
**225 Market Street, Suite 400**  
**Harrisburg, PA 17101**

**Dear Mr. Wilderman:**

Thank you for the opportunity to comment on the **FFY 2008 Hospital Performance Report** data representing Windber Medical Center.

After investigation of the single mortality outlier case in the category of **Medical Back**, it was determined from the patient's medical record that this patient had a DNR status and the cause of the patient's death was not related to the principal diagnosis.

Regarding the two outlier cases noted for readmission after the performance of a **Laparoscopic Cholecystectomy**, further investigation revealed that for the first case, treatment was appropriate and the patient was discharged with arrangements to have outpatient ERCP at another facility. Regarding the second case, the patient was noted to have some bile spillage during the operative procedure and this was treated appropriately but the patient did return with a developing gallbladder fossa abscess which was quickly resolved with antibiotics.

In the category of **Abnormal Heartbeat** followed by readmission within 30 days, a closer review of the medical records indicated that all five cases of Abnormal Heartbeat were treated appropriately and the following readmission for each case occurred for a reason other than abnormal heartbeat.

Windber Medical Center is dedicated to the highest standards of patient centered care and we are committed to using the data contained in the PHC4 Hospital Performance Reports to continue improving the quality of the services which we provide to our patients.

Respectfully,

Barbara Cliff, PhD  
President & CEO