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Joseph Martin, Executive Director
Pennsylvania Health Care Cost Containment Council
225 Market Street, Suite 400
Harrisburg, PA 17101

Dear Mr. Martin:

The University of Pittsburgh Medical Center (UPMC) is a world-renowned health care provider, insurer and academic center of excellence. We are dedicated to the advancement of quality, patient safety, and affordability of healthcare. UPMC operates more than 40 academic, community, and specialty hospitals, more than 700 doctors' offices and outpatient sites, and offers an array of rehabilitation, retirement, and long-term care facilities.

While we support transparent reporting to the public on quality measures, the PHC4 findings—based on data more than a year old—do not appropriately account for the complexity of the patients we treat at UPMC Presbyterian Shadyside, including stroke, cancer and transplant patients. One of every 3 are transferred to UPMC Presbyterian Shadyside from other acute care hospitals in the hopes that these very sick patients can be saved by UPMC's high level of care and expertise.

UPMC is committed to delivering the highest-quality care and the best experience for our patients in all of our hospitals, and our real-time internal data continue to show that our continuous process improvement strategies have been successful, including in readmissions and mortalities. When considering the results of any quality reporting system, we encourage patients to talk about their concerns with trusted physicians before making any medical decisions.

As we continually strive to improve our patient outcomes, our multidisciplinary teams review all patient deaths, readmissions and serious events to identify opportunities for improving our practices. These findings are shared with all of our hospital team members, and appropriate action plans are developed and monitored by senior leadership.

For questions, please contact me at 412-647-1602 or minnierte@upmc.edu.

Respectfully,



Tamra E. Minnier, RN, MSN, FACHE
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UPMC