



Quality and Clinical Improvement  
Prospect Commerce Center  
180 Mt Rose Avenue  
York, PA 17403  
[www.wellspan.org](http://www.wellspan.org)

To: PHC4

Mr. Martin,

WellSpan Health reviewed the Pennsylvania Hospital Performance Report on Common Surgical Procedures and offers the following comments. We acknowledge those areas where we have opportunities for improvement, and in fact have already taken steps to improve patient safety and outcomes. Our most recent internal data shows improved outcomes, particularly in those areas where we saw statistical ratings that were higher than expected.

At WellSpan Health, we strive for exceptional, patient-centered care for every patient, every time. We use real-time data through our new, unified electronic health record to foster and support our culture of continuous improvement. Recent process improvements have included a new, multi-disciplinary review team for each cardiovascular case to help facilitate collaboration and consensus to achieve the best outcome possible for our patients.

As a Level 1 Regional Resource Trauma Center and a tertiary referral center, WellSpan York Hospital cares for the most seriously injured and sick patients across the region. For this reason, we have focused on recruiting and retaining the best and brightest physicians, clinicians and care team members, ensuring we have the right team in place to provide the exceptional care that our patients have come to expect from WellSpan Health.

Regards,

A handwritten signature in blue ink that reads "Jodi R. Cichetti MS".

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