



May 5, 2005

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

Dear Mr. Volovka:

Thank you for including Carlisle Regional Medical Center in this public report.

As we look back several years to the time when the initial data was collected for the hip and knee study, the perspective gives us a sense of accomplishment in just how very far we have come and how much we have accomplished in hip and knee replacement services. Today, almost four years later, Carlisle Regional Medical Center is deeply entrenched in a multi-disciplinary service for hip and knee patients that is a collaboration between our acute care and rehabilitation nurses, inpatient and outpatient rehabilitation professionals, Orthopedic surgeons, dieticians and case managers.

In the past four years, Carlisle Regional Medical Center is pleased to note we have added three (3) orthopedic surgeons to our medical staff. These board certified orthopedic surgeons have the training and experience to skillfully replace hip and knee joints that have been damaged beyond repair.

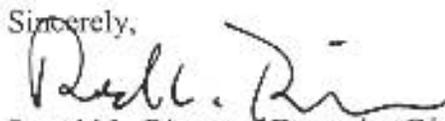
In the past two years, Carlisle Regional Medical Center has launched a new service for knee and hip joint patients – Joint Camp – a Joint Replacement Unit dedicated to caring for hip and knee replacement surgery patients who are otherwise “healthy” patients. The core staff is highly trained in the care of joint replacement patients. The unit is designed to accommodate joint replacement patients’ special needs. On this dedicated unit, patients are isolated from “sick” patients reducing the likelihood of exposure to patients with other complicating illnesses or possible infectious conditions. After their surgery, patients recover in this same area with an average hospital stay of four days. Patients are encouraged to participate in group exercises to help each other work harder, have fun getting back into shape and form supportive relationships. Patients receive a daily “Hip Tips” or “Knee Notes” newsletter that provides useful information about their recovery, sets their expectation for the day’s activities and reinforces their discharge goals.

In the past four years, Carlisle Regional Medical Center has enhanced the many already strong services we provide on our inpatient rehabilitation unit for knee and hip joint surgery patients with multiple complications or with special needs. The experienced staff of the unit utilize treatment programs tailored to meet the individual needs of our patients – 97% who say they would choose us again or recommend us to a family member or friend. As an added strength, our patients work with the same therapists throughout their stay here.

In the past two years, Carlisle Regional Medical Center has added monthly community outreach education by offering free knee and hip pain seminars to everyone experiencing knee and/or hip pain. During these popular sessions, attendees are encouraged to seek a sound diagnosis for the source of their knee or hip pain or discomfort. After the seminars, assistance is provided to the participants in setting appointments with orthopedic surgeons on the Carlisle staff.

Carlisle Regional Medical Center is proud of where we are NOW, and of the numerous measures we have taken to improve the quality of care and quality of service we provide for our knee and hip joint patients. Every day, we continue to strive to be the preferred provider of knee and hip replacement services in our region of south central Pennsylvania.

Sincerely,

A handwritten signature in black ink, appearing to read "Ronald L. Bierman". The signature is fluid and cursive, with a prominent initial "R" and "B".

Ronald L. Bierman, Executive Director/CEO