

November 21, 2013

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

Dear Mr. Martin:

Thank you for the opportunity to respond to this year's report.

We are very pleased with the results of the data presented to us by the Health Care Cost Containment Council. We have a very aggressive team approach to quality improvement, which has been very successful.

This year's data contains an area of focus regarding readmission categories, specifically in the categories of hypotension and pneumonia. As you know, hospital readmissions are a problem in hospitals across the country. Hospital readmissions are affected by a number of factors, some of which are out of our control, such as patients' financial situations and overall compliance with the discharge plan of care. A number of factors have been identified as crucial to preventing readmissions, such as follow-up phone calls, timely follow-up appointment with physicians, etc. We have made changes to our discharge process to address these factors. Since the report covers the calendar year 2012, I expect that we will see an improvement in the 2013 statistics.

Our commitment to providing cost-effective, quality health care to our community drives our corporate vision. We look forward to your reports for use as benchmarks in our continuing quality improvement projects.

Yours truly,


Barbara A. Vilushis, DO
Associate Medical Director, GHHA