

December 14, 2010

Merry Holliday-Hanson, Ph.D., Manager  
Administrative Data Program  
Office of Statewide Health Planning and Development  
400 R. Street Room 250  
Sacramento, CA 95811

Dear Ms. Holliday-Hanson:

Orange Coast Memorial Medical Center is committed to the highest standards of care and patient safety. We applaud efforts made by OSHPD to provide risk-adjusted outcome information which helps ensure public transparency as well as provide information that can be used by hospitals to improve their care.

Orange Coast Memorial is proud of our care of the acute stroke patient, and OSHPD's listing of our facility as "better than expected" for having risk adjusted mortality rates ("RAMR") significantly lower than the state averages for both 2008 and 2009 for the 378 patients listed in the report.

Additionally, we are listed as having a "worse than expected" mortality rate only for the 2008 calendar year for craniotomy surgeries, although in 2007 and 2009 the facility's mortality was listed as no different than the average with rates of 0% and 2.6% respectively. We have reviewed the 2008 cases thoroughly. This group included patients with very serious disease in whom a procedure was performed to relieve intracranial pressure from a hemorrhage that existed *prior* to admission. It is unfortunate that the administrative data analysis by OSHPD does not include chart notation that would exclude these types of patients, in which a palliative procedure was performed.

In addition, for 2009, it was noted that our PTCA ("angioplasty") mortality was 1 patient among the 19 patients undergoing this procedure. That is a 5.3% raw mortality, but the calculations by OSHPD listed this as a RAMR of 16.4%. Though not found to be significantly different from the state average, this calculation is perplexing in view of the fact that we were only performing PTCA at that time on those patients that presented to us while experiencing an acute "heart attack", versus other hospitals who were scheduling this procedure as an elective intervention. The one mortality was indeed a patient who suffered a heart attack at home and did not survive, despite our rapid interventions.

Orange Coast Memorial Medical Center is steadfast in our commitment to provide exceptional care to every patient, every time.

Sincerely,



Marcia Manker  
Chief Executive Officer