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Merry Holliday-Hanson, PhD  
Manager, Administrative Data Program  
Office of Statewide Health Planning and Development  
Healthcare Outcomes Center  
400 R Street, Suite 250  
Sacramento, Ca 95811-6213

Re: Paradise Valley Hospital  
Mortality Report – Craniotomy and Percutaneous Transluminal Coronary Angioplasty

Dear Dr. Holiday-Hanson,

I am writing in response to the 2008/2009 California Hospital Risk-Adjusted Mortality Rates and Quality Ratings for Inpatient Mortality Report focusing on Craniotomy and Percutaneous Transluminal Coronary Angioplasty Outcomes. A multi-disciplinary team of physicians and performance improvement staff analyzed all Craniotomy and Percutaneous Transluminal Coronary Angioplasty (PTCA) deaths in 2008 and 2009.

As our population for Craniotomy and PTCA ages, the challenge to provide the same quality of care and achieve the same statistically significant results that previously existed will become more and more difficult. The culture of our population must also be taken into consideration, in that we are sensitive and honor the family's wishes to provide extraordinary measures when indeed the prognosis for recovery is quite poor. Note the low volume of Craniotomies being done at Paradise Valley Hospital. The patients included in the study were critical with poor prognosis. Three of these patients had a severe brain injury, with no voluntary activities or meaningful response; scoring 3 on the Glasgow Neurological Scale prior to surgery. Rest assured we are aware that we had a challenge in our performance rating for 2009. However our improvement plans and quality review process are determined to reflect the excellent care delivered.

I would also like to point out that in this same study; years 2008-2009, Paradise Valley Hospital Outcomes were ranked Better than Average for Acute Myocardial Infarction, Pneumonia, Congestive Heart Failure and Acute Stroke. This is due to a thorough quality improvement plan and excellent patient care.

In summary, Paradise Valley Hospital believes that we provide high quality patient care to the community that we serve. We continually look for opportunities to improve the services that we provide and we want our patients and our community to know how proud we are to serve their healthcare needs.

Respectfully,

A handwritten signature in cursive script that reads "Christine Giese".

Christine Giese, RN, BSN  
Director, Performance Improvement  
Paradise Valley Hospital  
National City, Ca 91902