



**SHASTA REGIONAL
MEDICAL CENTER**

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 Dr. Holliday-Hanson,

Shasta Regional Medical Center proudly reviewed our mortality rates reflecting the excellent care we provide to our patients.

We make special note of the dramatic improvement in our 2009 scores over our 2008 scores. In 2008 we were under the ownership of a financially struggling organization where our ability to grow and improve was overshadowed by financial viability concerns. In late 2008, we became part of Prime Healthcare Services system. Since that time, we have been able to implement changes developed by a Thompson Reuters Top 10 Health System in addition to having the resources to improve technology and processes. This is the driver for moving our 2008 pneumonia mortality from "worse" than state average to "better" than state average in just one year, as reflected by our 2009 scores. In all but one category we have consistently and dramatically improved our scores. In that one category, carotid endarterectomy, there was a very small patient population and our facility maintained a mortality rate well within the state average.

Shasta Regional Medical Center looks forward to continued improvement in these scores for the coming years as we continue to strive to be the acute health care facility of choice for Shasta County and the surrounding region. We appreciate the opportunity to speak to the OSHPD Mortality Report for 2008 and 2009. Please feel free to contact us if you have any further questions.

Sincerely,

Cyndy Gordon RN, BSN, MBA
Chief Nursing Officer
530-244-5454