

December 19, 2008

Joseph Parker, Ph.D.
Director
Healthcare Outcomes Center
Office of Statewide Health Planning and Development
400 R Street, Room 250
Sacramento, CA 95811

Dear Dr. Parker:

Providence Holy Cross Medical Center supports transparency in quality outcomes data and OSHPD's efforts to provide risk-adjusted data. In addition, we routinely review all opportunities to improve care whether from external or internal data sources. Some, but not all of the methods we employ to continually improve are:

- On-going Physician Performance Evaluation
- Physician peer review programs
- California Hospital Assessment and Reporting Taskforce (CHART) participation
- Southern California Patient Safety Collaborative member
- Joint Commission accreditation and core measures evaluations
- Corporate-sponsored improvement initiatives

Data from multiple reliable sources help to provide a clearer picture of a hospital's quality. National and local awards and recognition of a hospital are other indications of care standards. Here are some of the awards and accolades Providence Holy Cross Medical Center has received:

- Designated Nurse Magnet Hospital (2007)
- Designated Baby Friendly Hospital (2007)
- 2007 Best Places to Work in Los Angeles, *LA Business Journal*
- STEMI Designation – Named one of Los Angeles County's first designated receiving centers of heart attack victims
- Rated as "superior" for patient satisfaction by CHART (California Hospital Assessment and Reporting Taskforce)

HealthGrades, the nation's leading independent health care ratings organization, has awarded Providence Holy Cross these honors for clinical excellence:

- 2006, 2007 & 2008 Distinguished Hospital for Clinical Excellence Award™ (Top 5% of all hospitals in the nation for clinical excellence)
- 2005, 2006 & 2007 Women's Care Excellence Award™
- 2008 Stroke Care Excellence Award™
- No.1 in California for Overall Pulmonary Services 2008
- Top 5% in the Nation for GI Services and Stroke Care 2008
- 5-Star Rated Cardiac Services for Treatment of Heart Failure and Coronary Interventional Procedures 2008

As the second busiest Level II Community Trauma Center in Los Angeles County, Providence Holy Cross Medical Center receives patients who are among the sickest and most severely injured. We continually strive to improve our outcomes. Our mission and core values are evidenced by our commitment to quality and compassionate care for our patients.

Respectfully,

A handwritten signature in black ink, appearing to read "Kerry Carmody". The signature is fluid and cursive, with a long horizontal stroke extending to the right.

Kerry Carmody
Chief Executive
Providence Holy Cross Medical Center