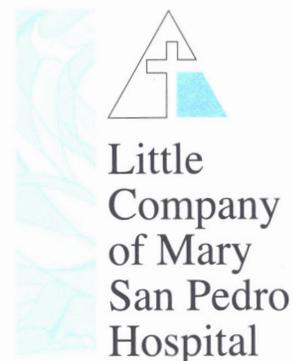


January 2009

We applaud the effort made by OSHPD to provide risk-adjusted outcomes information to consumers of healthcare. It is through constant internal monitoring, as well as review by outside agencies that we are able to improve the quality of care we provide to all patients. Please note that OSHPD recognizes the "limitations" in their data and "does not regard them as definitive measures of quality" (OSHPD statements in quotes).



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One of the significant drawbacks of the data is with smaller sample sizes such as occurred with hips and craniotomy. One death with a small number of total procedures markedly misrepresents the mortality percents. When the sample size is increased as we show below with our volume of hips and craniotomies over a five year period the mortality percentages are in line or below the State average:

	# patients	Our mortality %*	OSHPD mortality
Hip fractures	368	2.98 %	8.1 %**
Craniotomies	51	1.37 %	17 %***

*raw mortality; not risk-adjusted for severity of patients' illnesses
** risk-adjusted for 2006 only
*** risk-adjusted for 2007 only

National and local awards and recognition of a hospital are other indications of care standards. At Little Company of Mary-San Pedro Hospital some of the awards received include:

- Award for quality improvement from L.A. Care, 2007 and 2006
- 5-star rating for maternity care from Healthgrades
- Thompson Reuters 100 Top Hospitals Performance Improvement Leader, 2006
- Top Value Hospital in Los Angeles/Long Beach from DataAdvantage
- Commission on Accreditation of Rehabilitation Facilities (CARF) certification as a Stroke Center of Excellence
- Uniform Data Services – Medical Rehabilitation top 10%
- Heart attack care in the top decile in quality performance in the nation
- Heart failure care in the top decile in quality performance in the nation
- Among the lowest blood stream infection rates in the region

We are wholly committed to providing the best care to every patient every time.

Sincerely,

A handwritten signature in cursive script that reads "Nancy Carlson".

Nancy Carlson, RN, MPA
Chief Executive