



May 29, 2014

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:

Tahoe Forest Hospital is grateful for the opportunity to provide comments regarding the publicly-reported Hospital Inpatient Mortality Indicators for 2012. Our vision is simple: "To be the best mountain community health system in the nation", and we are committed to the highest standards of care and patient safety. To that end, we applaud the 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.

Although Tahoe forest Hospital is not identified as being "Better" in all of the categories where our patient's inpatient mortality rate was zero percent, we are confident these findings represent our medical community's commitment to provide "The Perfect Care Experience". Additionally, we are pleased that many of the inpatient mortality rates have improved since the inception of gathering and reporting this type of data to the public.

While we are proud of our accomplishments, we continually strive to offer the highest quality of healthcare services to our patients. In 2011, we recognized the need to improve care of our heart failure and pneumonia patients. This included empowering a multi-disciplinary process improvement team to aggressively reengineer the process related to heart failure and pneumonia care. Our organization is very committed to the idea of STEEEP™ (*Safe, Timely, Effective, Efficient, Equitable and Patient Centered*) care to our patients.

Tahoe Forest Health System is one of the Top 100 Critical Access Hospitals in the nation, and one of the Top 20 hospitals for patient satisfaction from iVantage Health, endorsed by the national Rural Health Association. We are a designated UC Davis Health System Rural Center of Excellence, an affiliate of the UC Davis Rural PRIME (*Partners in Medical Education*) program for UC Davis medical students, and a proud partner with the UC Davis Comprehensive Cancer Center. We're also a two-time Pathways to Excellence in Nursing recipient, a gold-level CAPE award recipient (*California Association for Performance Excellence*), and a designated "Baby Friendly" hospital.

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We continually look for opportunities to improve our services, and we want our patients and our community to know how proud we are to serve their healthcare needs.

Respectfully,

A handwritten signature in blue ink, appearing to read "Virginia Razo". The signature is fluid and cursive, with the first name "Virginia" written in a larger, more prominent script than the last name "Razo".

Virginia Razo  
Chief Operating Officer