

Catholic Healthcare West (CHW) is pleased to have participated in the California Hospitals Assessment and Reporting Taskforce (CHART) public reporting project. We fully support initiatives such as this one because it promotes transparency, facilitates improvements in the care we provide, and enables consumers to make informed choices about their healthcare.

All CHW hospitals share a mission of delivering compassionate, quality, affordable health services. We welcome comparative feedback as it enables us to identify areas in which we excel as well as opportunities for improvement.

We are pleased the initial release of CHART data highlights our commitment to quality and shows we perform well in many areas assessed through this project in the communities we serve. The CHART data also show us where we have opportunities for improvement. And CHW remains committed to providing our patients with high quality care, excellent service, and a safe environment.

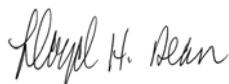
We do have some concerns about the ranking system employed by CHART as it differs from those used by The Joint Commission and the Centers for Medicare & Medicaid Services, which also publicly report some of the same data.

We recognize CHART is a work in progress and we look forward to ongoing refinements and improvements in the project.

In addition to the use of public reporting tools, we encourage consumers to consider a variety of additional factors when choosing a hospital including:

- Is the hospital accredited by The Joint Commission, meaning it has voluntarily met national health and safety standards?
- Does the hospital have ongoing and rigorous quality improvement programs in place?
- Does your physician work with the hospital and have a good experience with staff?
- Does your health plan allow you to use the hospital?

We applaud public reporting projects such as CHART as it aligns with our goal to deliver the highest quality of care to all our patients.



Lloyd Dean
President/CEO