

To Our Health Care Community:

Choosing a health care provider is not a simple decision. At MemorialCare, we strongly support public reporting of hospital data to help consumers make informed choices.

It is our mission to improve the health and well being of individuals, families and our communities through innovation and the pursuit of excellence. For many years, we at Saddleback Memorial Medical Center along with our entire network of MemorialCare hospitals have been voluntarily reporting our clinical outcomes. When the opportunity arose to join the CHART reporting initiative, we were pleased to participate as a pilot member in this important California initiative.

Our passion and dedication to quality, patient safety and satisfaction runs deep – from our caregivers at the bedside to our governing boards. MemorialCare Medical Centers have earned widespread recognition for progressive leadership and quality outcomes that continually surpass state and national standards. We will continue to hold ourselves accountable and address any opportunities to improve.

MemorialCare ABC'S

- Accountability
- Best Practices
- Compassion
- Synergy

We are proud of our accolades that demonstrate our commitment to excellence which include:

- Featured as a "Best Practice" for breast care by the Healthcare Advisory Board;
- One of the safest places for heart attack survival (OSHDP);
- Top 10 cardiovascular surgery programs in the nation (Modern Maturity);
- Most Wired Hospital— seven years in a row (Hospitals and Health Networks); and
- Top Leadership Team (Healthcare Leaders).

We invite you to visit our Web site at www.memorialcare.org for more information about how our commitment to excellence is providing our patients and families the care and compassion they need and deserve.

Sincerely,



Chief Executive Officer