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Providence Saint Joseph Medical Center is proud to participate in the inaugural year of the California Hospital Assessment and Reporting Taskforce (CHART) and its mission to create a single, useful set of hospital performance measures for the public's review and education. CHART also provides hospitals with meaningful benchmarking information that allows us to compare our performances to other medical facilities. We will continue to actively participate in CHART as the taskforce includes additional hospital performance measures in 2007.

Patient safety is always our top concern, and we continually work to improve our processes so that our patients will receive the best care, achieve the best outcomes and are highly satisfied with the service they receive. Besides working with CHART and its various partners -- The Leapfrog Group, The Joint Commission, the Centers for Medicare and Medicaid, Hospital Experience survey [HCAHPS] etc. -- we also continually work to ensure that every patient is satisfied with their stay at our medical center by responding to surveys gathered by Press-Ganey. These responses help us identify both our strengths and our opportunities for improvement.

We fully support CHART's work in making this standardized hospital report card available to the public. The ultimate goal is to provide useful information that helps patients and their families make informed choices to meet their health care needs. Working together with CHART, we are committed to providing you with the most current data that accurately reflects our "real time" performance. We commend CHART for its efforts to provide more current data as it updates this website on a quarterly basis.

For more information on our performance measures, please contact Brenda Lopez, Director, Quality Improvement & Accreditation, at Brenda.Lopez@providence.org. For more information on the services we offer, you can access our website at www.providence.org/losangeles.

Sincerely,

Patrick Petre
Administrator
Providence Saint Joseph Medical Center