



an affiliate of MISSION St. JOSEPH'S
HEALTH SYSTEM

March 26, 2008

Joanne Campione, PhD
Director of Clinical Measurement Services
NC Center for Hospital Quality and Safety
North Carolina Hospital Association
PO Box 4449
Cary NC 27519-4449

Dear Ms. Campione,

In response to your email notice about the "Highlights" section of the NC Hospital Quality Performance Report, we would like to be recognized as a Most Improved hospital for our heart failure patients.

Our main attribution to the overall improvement in our heart failure score is the provision of discharge instructions. This task has been accepted by our Case Managers, who review the information in our prepared booklet and the discharge medications with our heart failure patients. This has led to consistency in the patient education process including the documentation of the education provided. Before this process our documentation for this measure was inconsistent as reflected in our scores; since then we have maintained a score of 100% for the last two quarters.

Thank you for acknowledging us, as well as other hospitals, as we work hard to improve the healthcare for our communities.

Sincerely,

A handwritten signature in cursive script, appearing to read 'Harriette Fuller', is written over a faint, illegible background.

Harriette Fuller, RN, CPHQ
Director of Quality Resources
Angel Medical Center