



BETHESDA HEALTH

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AGENCY FOR HEALTH
CARE ADMINISTRATION

May 29, 2015

Elizabeth Dudek
Secretary
Agency for Health Care Administration
2727 Mahan Drive
Tallahassee, FL 32308

Dear Secretary Dudek:

In regard to your letter of May 23, 2015, we provided a complete response to all items as a part of your original data request. In fact, we received an email from your staff confirming that our data response was received.

Our response included a reference to all the data that was requested, which had been previously provided to AHCA and submitted under FHURS. It is critical that the Commission be provided uniform data and information. We believe we provided all responses as requested.

Further, you have requested additional data on Executive compensation and Quality outcomes. We provided information regarding Executive compensation as part of our initial submission. All not for profit hospitals have a responsibility to provide appropriate disclosures as a part of our Form 990 IRS filing. All disclosures are made public and based on detailed IRS instructions for uniformity among all reporting entities.

As Bethesda strives to measure quality and outcomes and make them meaningful for our community, our mission "to provide quality health services in a caring manner" guides the following methodologies that we employ:

Method to Measure Quality and Outcomes:

Bethesda utilizes a combination of measures that meet regulatory requirements and that relate to the hospital's system aim, key priorities and measures of success centered around the themes of Quality and Safety, Experience, Coordinated Care and Reliability and Efficiency.



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How it is used to promote improvement:

The organization maintains trends in all key performance indicators (KPI). Each department selects drivers or process measures that support the KPI, and apply performance improvement tools to effect change that result in improvement for the department and the organization level KPI. This process follows the PDCA or Plan Do Check Act improvement cycle. Measures are also reported to various committees where changes may be integrated into policy and procedure to sustain the improvement. These may include but are not limited to: Infection Prevention, Pharmacy and Therapeutics, Environment of Care and Safety, Medical Executive Committee, departments and the Board of Trustees.

How Outcomes are reported to the community:

Bethesda voluntarily participates in the inpatient quality reporting programs and provides links to comparative data from our website, which include: Florida Healthfinder <http://www.floridahealthfinder.gov/index.html> and Hospital Compare <http://www.medicare.gov/hospitalcompare/search.html>. In addition Bethesda maintains Accreditation by The Joint Commission, which also provides a public quality report. <http://www.qualitycheck.org/consumer>

We understand the complexity of issues being addressed by the Commission. Furthermore, we appreciate the task and responsibility facing your staff. We have always worked with AHCA to ensure that our patients receive appropriate, quality, and cost effective care. Our leadership team looks forward to a continued collaborative working relationship with you, your staff and the commission to improve care delivery.

Sincerely,

Roger L. Kirk, FACHE
President and Chief Executive Officer