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Mr. Mark P. Volavka, Executive Director
PHC4
225 Market Street, Suite 400
Harrisburg, PA 17101

Dear Mr. Volavka:

Thank you very much for the opportunity to comment on the PHC4 Hospital Performance Report (2001 Data). Overall, Geisinger Wyoming Valley Medical Center performed very well in this report, and we value it as one additional measurement of how we are doing in caring for our patients.

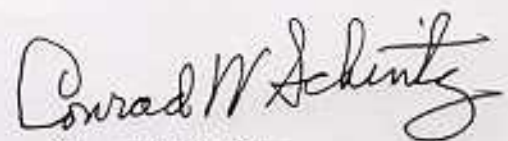
We do wish to comment on a few specific items:

- Chronic Obstructive Pulmonary Disease (COPD)—Geisinger Wyoming Valley Medical Center is listed as an outlier for short length of stay percentage. This, we believe, is due to the diligent work of our care management team in coordinating hospital services and working with the physicians on our medical staff to treat patients efficiently. Readmission and mortality rates are well within the expected ranges, and we look to this statistic as a success story in providing timely and efficient services.
- Congestive Heart Failure (CHF)—Once again, the medical center is listed as an outlier for short length of stay percentage. For the same reasons listed above, we consider this to be a success...lower length of stay, readmission rate within the expected range, and—most importantly—Geisinger Wyoming Valley Medical Center's mortality rate was significantly lower than expected.
- Heart Attack-Angioplasty/Stent—The data for this condition reflects a higher than expected mortality rate; however, the new Heart Hospital at Geisinger Wyoming Valley Medical Center did not open until October 31, 2001. As a result, this data is for two months only and the number of cases (14) is too low to reflect an accurate portrayal of our team's performance in this area. For the first 11 months of calendar year 2002, we have experienced zero deaths for heart attack-angioplasty/stent.

Once again, thank you for providing important health care information to the people of Pennsylvania.

Sincerely,


Jeffrey R. Folk, MD
Medical Director


Conrad W. Schintz
Vice President/Operations