Richard Gontang, PhD

Chief Clinical Officer

Saint Elizabeths Hospital

1100 Alabama Ave SE, Washington, DC 20032

October 11th, 2021

Dear Dr. Gontang,

I wrote to you about a project to analyze data on quality of care at Saint Elizabeths Hospital on August 30th, 2021. I am now following up with some details on how I plan to do so and wanted to get your advice on whether this makes sense.

**Types of Patients**

The data posted on the web about Saint Elizabeth Hospitals are relevant to different types of patients. These types include those who have various mental illnesses, such as depression, anxiety, bipolar disorder, and others. I have decided to limit the analysis to patients with depression, since it is the most common and are trying to be treated the most with different methods.

**Measures Included in the Analysis**

The analysis can include a large number of measures but I think it is best if we focus on the following five measures of quality of treatment for your patients:

1. Follow Up Care – This includes follow up care for patients who has been discharged from the facility with inpatient care and plans for follow up, such as future appointments and keeping in touch with these patients until they are stable enough. Many healthcare facilities lack to follow up which causes readmission rates to be high.
2. Unplanned Readmissions – This is important to take a look at because it coexists with follow up care – many unplanned readmissions tend to be from those who do not receive proper follow up care and will come back to the same spot they were originally.
3. Survey of Patients’ Experiences (HCAHPS) – This would include patients’ survey of their experience in the facility. This is very important as they should feel safe and secure in the facility with the ability to be able to get better while they are here. This survey includes nurses and doctor’s communication.
4. Patient Safety – This is important to look at because there are many patients who do not enjoy their stay at these facilities due to their safety being jeopardized or harmed by others. Patient safety is important to not only the patients, but to the caretakers as well
5. Complications and Deaths – The purpose of these facilities is to prevent patients from being able to harm themselves. However, it is important to still analyze these percentages to determine if these facilities are safe for patients and in general.

Let me know if these are reasonable in your view

**Peer Organizations**

The analysis needs to focus on 3 organizations that you consider peer organizations and that compete with your market share. I am suggesting the following three organizations that are comparable in size to your organization, although I am not sure whether they are direct competitors to your organization:

1. Northern Virginia Mental Health Institute
2. Psychiatric Institute of Washington
3. Transcultural Mental Health

I hope that you can take a few minutes and reply if this makes sense and would be of interest to you. If I do not hear from you in the next week, I assume that you are OK with this analysis and proceed with it.

Sincerely yours,

Jo-Vivian Yu

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