



February 8, 2018

Sentara Heart Hospital  
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Norfolk, VA 23507

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Audrey Douglas-Cooke, MS, RN  
Vice President, Patient Care Services

Michael Lundberg, Executive Director  
Virginia Health Information  
102 N. 5th Street  
Richmond, VA 23219

Dear Mr. Lundberg:

Thank you for the opportunity to comment on the 2016 Cardiac Care Readmission Report for Sentara Norfolk General Hospital.

The 30 day related readmissions for Invasive Cardiology patients were assessed as "Greater than Expected." Sentara Norfolk General Hospital and Sentara Heart Hospital consistently monitor our performance to ensure that we are applying evidenced based care to all patients. Reduction in 30-day readmissions is a priority goal for Sentara Healthcare. Overall, Sentara Norfolk General Hospital has reduced 30-Day Unplanned All Cause Readmissions by 11% in the last twelve months.

We appreciate VHI's transparency with healthcare data to support our ongoing priority of improving clinical care.

Respectfully,

A handwritten signature in black ink, appearing to read 'Audrey Douglas-Cooke'.

Audrey Douglas-Cooke  
Vice President, Sentara Heart Hospital

cc. Deborah Roberson, Director, Clinical Effectiveness, Sentara Healthcare  
Thomas Kelvan, MD, Medical Director, Sentara Heart