

A letter to the community from York Hospital

Dear Friends,

During times of stress and uncertainty, speculations swirl and rumors prosper – perhaps the lack of clear information fuels this phenomenon. Allow me a few minutes of your time to share what's happening at York Hospital and where we're headed.

As we are all aware, the world is in economic crisis. Hospitals do not go untouched by these challenges. We have taken a variety of efforts since last October to proactively adjust to the economic crises that abound. Let me assure you, York Hospital is not about to close and is not up for sale.

We have worked diligently to preserve staff employment and income, because the staff is our most precious asset. We have adjusted benefits, some hours and selected services, and there have been voluntary management salary reductions. We continue to analyze all our expenses with heightened intensity, and have engaged objective productivity advisors to help examine our resource utilization. These efforts will continue as long as the recession requires them.

Recognizing that the difficult economy impacts all, we have created "10 to Spend." This innovative program gives patients the ability to receive medical care at York Hospital when they need it without worry about paying high deductibles up front. Instead, they can spread their deductible payments over ten months.

The communities we serve are critical to us. We intend to continue our approach of bringing services as close to our friends and neighbors as possible. Though we may adjust specific elements, we will continue to reach out with primary and specialty care in our community facilities.

These efforts - along with the expansion of our Surgery Center and the ongoing privatization of our patient rooms - are building blocks for the future. While being adept and flexible in the present, our commitment to service is unwaveringly long-term.

Our rewards come from serving. We will continue our efforts to enhance medical care, emphasizing the recruitment of expert and talented physicians such as these who have joined us over the last year: Kira Wendorf, MD (Breast Care Radiology), Suzanne Timmer, MD (Pulmonary Medicine & Critical Care), Rachel Burke, DO (Family Practice), Christopher Sarno, MD (Ear, Nose & Throat), Anthony Knox, MD (Neurology), Tadhg O'Gara, MD (Orthopaedic Surgery), and Laura Hancock, DO, (Psychiatry).

We will continue to provide better care and services, such as our new Breast Care Diagnostics, Answers & Guidance service that offers same day results and our Wound Care Center which includes hyperbaric oxygen therapy. We will continue to apply new technology to enhance services throughout our health care spectrum - from Emergency to Home Care. We offer all in the spirit of loving kindness.

We are committed to you and will devote every fiber of our intellect and soul to care for you, now, and in the future.

Sincerely,



Jud Knox, President



Making unbelievable experiences happen every day.

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