

## **Hospital response to CR's questions**

### **The Charlotte Hungerford Hospital**

Charlotte Hungerford Hospital employees, physicians, board members and volunteers take infection control very seriously. That is why our recent portrayal in Consumer reports is both upsetting and motivating. Upsetting because we know that this is not totally reflective of who we are as an organization, nor the value we bring to each patient encounter. Motivating because we always strive to do our best, but know we can always do better.

In light of our good, long-standing record with other monitoring and reporting entities (e.g. Joint Commission and Hospital Compare.gov), we are currently performing a careful review of the data and formulas utilized. After this, we intend to provide a thorough and accurate response which will be helpful to our patients and staff, and to the communities we have long served.