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Inova Loudoun Hospital

October 11, 2012

Dear Neighbor,

More than an ideal, “quality” has become a buzzword in healthcare. The nationwide interest in quality measurement and evaluation is welcome news to us at Inova Loudoun Hospital. Whether treating disease or promoting wellness, we have dedicated our lives to giving the very best care possible to our patients.

Inova Loudoun Hospital is a community-based hospital -- not only do we serve the residents of Loudoun County, but we are part of the community as well. The vast majority of our physicians, nurses, staff, and leadership including our Board of Directors, call this area home. We have a keen interest in ensuring that Inova Loudoun Hospital provides, and continues to provide, world-class healthcare.

To that end, Inova Loudoun Hospital recently released our “Compact with the Community.” This document formalizes our commitment to quality and expresses the further steps we have voluntarily taken on to keep the community informed about our quality results and our continued effort toward improvement.

As part of that effort to be accountable to our community, Inova Loudoun Hospital has released its first quality report. This report covers four important quality indicators: national “core measures” of hospital quality, rates of infection and other hospital acquired conditions, unplanned hospital readmissions, and patient satisfaction. We plan to issue update reports at regular intervals, to keep community members apprised of our progress. In this report, you will also find information about a new quality initiative – the Patient Experience Committee. It is our hope that engaging in candid, face-to-face discussions with real patients and their family members will provide a new level of insight into patient care at Inova Loudoun Hospital.

We look forward to working with the Loudoun County community as we set our sights on even higher levels of quality at Inova Loudoun Hospital.

Sincerely yours,

Martha Calihan, MD
Chair, Board of Directors
Inova Loudoun Hospital