

SAMPLE LETTER FOR QUALITY

(Today's Date)

Dear *(your broker's name)*:

The *(your school district)* School District is fully/self insured and purchases its employee health benefits through *(enter name of insurer or purchaser)*. As our broker or representative for these insurance products, we depend on you for advice and assistance in securing the best possible rates for our health plans.

Our district health benefits committee (negotiating team, etc) has reviewed data and information on the following hospitals that are in our network:

1. *(1st hospital reviewed)*
2. *(2nd hospital reviewed)*
3. *(3rd hospital reviewed)*

At *(hospital name)* Hospital we found that cardiac bypass surgery is rated as a C- whereas, at *(hospital name)* Hospital the same surgery is rated as an A. The C- rating at *(hospital name)* Hospital is based on significantly more surgery/hospital related infections, and their mortality rate is greater than the national average. The A rating at *(hospital name)* Hospital was achieved by having better than average rates of infections and deaths.

We are requesting, as our broker or representative, you review this data and information and present it to *(name of the insurer)*, and after their review, investigation, due diligence, and deliberations, communicate back to us regarding your findings.

If you concur with our conclusions that we may not be getting quality health care from that hospital in this area, we stand ready to work with you and *(name of the insurer)* to resolve the situation. As you know, higher infection and mortality rates drive up costs because of the need for repeated and extended care.

Thank you for your assistance in this matter.

Sincerely,