Dear Community Partners:

Many of you have likely read the article that appeared in today's *Chronicle* criticizing CPMC's commitment to the underserved. Everyone at CPMC was dismayed at the reporting.

It is not very often that we reach out to you to respond to something in the media, but given the nature of the article – and that it speaks to the core of CPMC's mission – I wanted to share with you what I believe is a more accurate and fair account of how we serve the community in need.

First and foremost, CPMC's mission is to serve all of San Francisco. Serving those in need is a key part of that mission. We are proud of the partnership that we have had with you – partnerships focused on improving access to quality health care for those in need.

As you know, CPMC's journey to increase access for all expanded significantly in 2007 when we began to integrate the St. Luke's campus into our system of care, thus enabling us to better serve a medically underserved area of the City. This commitment will be further solidified through our commitment to rebuild a state-of-art hospital on this campus with an investment of more than $275 million.

As a community partner, you also know that we have supported many San Francisco organizations that serve the medically indigent. But the issues raised in the *Chronicle* article are not about whether or not we have fantastic partnerships or community programs, but whether or not CPMC is doing its fair share. I would say the answer to that question is a resounding "**Yes**."

In the past three years, through our partnerships with you, CPMC has tripled its commitment to charity care. In 2010, we served more than 7,000 patients, to the tune of $15.3 million. This makes us the largest private provider of charity care in San Francisco. You can see more of this information in the an abstract of the *San Francisco Hospital Charity Care Report FY 2010*.

In addition, CPMC served nearly 24,000 Medi-Cal patients at unpaid costs of more than $75 million in 2010. This amount is greater than all the other private San Francisco hospital providers combined.

Finally, I believe that our $2.1 billion plan to Rebuild CPMC – including new hospitals at the corner of Van Ness and Geary and at our St. Luke's Campus -- are evidence of our continuing commitment to all of San Francisco.

Thank you for your continued support of CPMC, as well as your support for our Rebuild CPMC plans. I hope this communication has provided a more balanced view of CPMC's mission of serving San Francisco's needy.

If you feel strongly about this issue and want to show your support, I would invite you write a Letter to the Editor to the *Chronicle* – or attend the December 13 informational hearing before the Board of Supervisors.

Thank you again for being our community partner.

Sincerely,

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