

2016 Annual Report to the Community

Harrington
HEALTHCARE SYSTEM
Total Local Care

100 South Street, Southbridge, MA 01550

harringtonhospital.org

April, 2017

A message from our CEO

2016 - The Year in Review

Dear Harrington Service Area Residents,

Whether you are new to the area or simply haven't considered receiving your health care at Harrington in awhile, I invite you to take another look. I think you'll be pleasantly surprised at the breadth and availability of our services, not to mention the quality we bring to the region through the professional relationships we have forged with some of the major health facilities in New England. Our primary care practices are accepting new patients and we would love to welcome you to the Harrington system.

2016 was a year that witnessed some major efforts by Harrington to deliver more, and more advanced services to our community with the addition of a second *UrgentCare Express* in Oxford, completion of our new co-occurring disorders unit and partial hospitalization program at *Harrington Recovery Services in Webster*, the introduction of 3-D mammography in our Radiology Department and the expansion of our professional team at *The Cancer Center*.

Harrington's physicians, staff, Board of Directors, leadership and volunteers may be very proud of these accomplishments and of our record for

award-winning efforts at patient quality and safety.

We enter the new year with some trepidation as we remain uncertain about how the health care policies of the new administration may affect hospitals in general, and community hospitals in particular.

But we enter the new year confident in our plans to serve more patients in the 27 communities in south Central Massachusetts and northern Connecticut that we claim as our service area.

Looking ahead, watch for our announcement about our plans to expand and renovate the Southbridge emergency department and other developments to serve the needs of our community.

Warm regards,



Ed Moore
President and CEO
Harrington HealthCare System



Edward H. Moore
President & CEO



An official ribbon-cutting and community tour of the new unit was held on December 12.

Harrington HealthCare System's Co-Occurring Disorders Unit (CDU) and Partial Hospitalization Program (PHP) are now open and accepting patients.

Harrington Recovery Services at Webster, located at the 340 Thompson Road campus, is the culmination of a four-year effort to convert the former medical-surgical unit into a much-needed, secure, local, acute care environment where patients with mental health and substance use disorders can be treated on both an inpatient and outpatient basis.



The 16-bed, inpatient **CDU** provides for the treatment of individuals with mental health issues that are compounded by substance use disorders. Substance use treatment includes both detoxification services and medication-assisted management of addiction. Recovery services are provided in a safe, secure and structured environment.

The **PHP** is a program that is typically available after discharge from, or as an alternative to, an acute inpatient program. PHP is run Monday - Friday from 9 am to 3 pm and offers a multidisciplinary treatment through group interactions, social settings, individual counseling and family interactions.

This program provides the coping skills and cognitive processes that are necessary to help the patient manage their current situation while learning strategies to prevent future crises from occurring.

Harrington President and CEO **Ed Moore** told a crowd of about 75 in attendance for the official ribbon-cutting that the new unit is the "crown jewel" in the behavioral health model Harrington has been building in the region, which includes a vibrant patient navigator program, drug courts in East Brookfield, Dudley and Uxbridge and expanded counseling services throughout the region.



Moore also acknowledged donors **Randy and Donna Becker** and the **Hyde Foundation** for their significant gifts to a major community fundraising effort that helped support the estimated \$3.2 million construction cost of the new unit.

David Seltz, executive director of the **Massachusetts Health Policy Commission** said "This is a really exciting day for Harrington HealthCare and for central Massachusetts. This is an investment in patient care; it is an investment in needed services in this community. I am really thrilled that the agency I work for had a role in making this a reality."

Patient Demand is Strong as Harrington Opens Second UrgentCare Express in Oxford



Harrington HealthCare opened its second **UrgentCare Express** on November 21 and the positive reception from the community coincides with a national trend in patients seeking outpatient care at urgent care centers.

URGENT CARE at Harrington
express

Located at **78 Sutton Avenue in Oxford**, the new location features 11 exam rooms and on-site imaging and laboratory services and is staffed by board certified physicians, nurse practitioners and medical assistants.

"There has been a great need for walk-in medical services in the Oxford area for a long time and we look forward to caring for the patients in that community," said Kristin Morales-Lemieux, Harrington Physician Services chief operating officer. The Oxford location opened just 15 months after Harrington's first **UrgentCare Express** opened at our **10 N. Main Street, Charlton** medical building.

Both locations have grown quickly, an indicator this type of health care is expected for the immediate future. Harrington has committed to continue its growth of urgent care centers where it makes sense across its entire footprint, allowing for better access to health care and an opportunity to invite patients into the system for integrated, comprehensive care.

Introducing
UrgentCare Express
Online Check-In



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February 2016

Impressive Numbers Reported for Early Detection Lung Cancer Screening Program

Harrington Hospital began its early detection lung cancer screenings in March, 2015 by educating physicians, staff and patients about how the program works. Just 12 months later, the **Harrington HealthCare System** lung cancer team has reported impressive numbers, confirming the program is a success not just in terms of screenings provided, but in the number of patient lives saved.

Since the program launched, Harrington has completed several hundred patient scans. Among those, approximately 10 percent have required follow-up, and several patients have already undergone successful treatment for early stage lung cancer.

“Historically, by the time people in our community seek treatment for lung cancer, they are Stage III or IV, which typically have a very low survival rate,” said **Dr. Justin Kung**, chief radiologist at Harrington. “Our goal has been to identify those patients sooner, and try to increase their chance of overcoming the cancer.”

A key component to the program’s success has been the close collaboration between Kung, Dr. Christopher Seidler, director of **The Cancer Center at Harrington**, and Harrington Chief Medical Officer **Dr. Arthur Russo**, who teamed up to present the importance of the program to its primary care and referring physicians.

Patients who qualify for the screenings are those aged 55-77, current smokers or those who quit fewer than 15 years ago, and those with a personal history of 30-pack years (meaning one pack per day for 30 years, two packs per day for 15 years and so on).

The screening is a 10-minute low-dose CT scan, offered at Harrington’s Southbridge and Webster campuses. Harrington’s multidisciplinary radiology team of radiologists, oncologists, thoracic surgeons and pulmonologists, in conjunction with leading experts at **Beth Israel Deaconess Medical Center** and **Harvard Medical School**, meet regularly to review the findings and plan appropriate treatment pathways.

Patients who want to learn more about the early detection screening program are encouraged to talk to their primary care physician.

March 2016

WoundCare Center at Harrington Receives Healogics Center of Excellence Award

The Wound Care Center at Harrington received the Center of Excellence award by Healogics, Inc., the nation’s largest provider of advanced wound care services.

Located at 10 North Main Street inside the Harrington HealthCare at Charlton building, The Wound Care Center achieved patient satisfaction rates higher than 92 percent and a healing rate of at least 91 percent, among other quality standards for a minimum of two consecutive years. Out of 168 eligible centers, only 110 were honored with this award.

“We take immense pride in our individualized, high quality patient care standards,” said Dr. Ravindra Acharya, medical director for The Wound Care Center. “This achievement speaks to the commitment every member of our team delivers every day, to every patient.”

The Wound Center opened in 2010 and has treated more than 1,900 patients. The center features a variety of comprehensive treatments for chronic, non-healing wounds, including specialty dressings, debridement, and hyperbaric oxygen therapy.

Chronic and non-healing wounds can result from a number of factors, including diabetes, poor circulation, trauma, vascular disease, and immobility. An estimated eight million Americans suffer from chronic wounds.



Harrington CEO Ed Moore and a festive group of “Fare to Remember” attendees gather for a photo

May 2016

“A Fare to Remember” Brings Focus to Opioid Crisis

On May 21, the Harrington community came together for “*A Fare To Remember*,” a fund raiser at the Southbridge Hotel and Conference Center, raising more than \$200,000.00 to benefit the new Co-Occurring Disorders Unit under construction at our Webster campus. The event featured delicious cuisine from local restaurants: **Baba Sushi, Metro Bistro, Rovezzi’s Ristorante, Table 3 Chefs & Catering, Twisted Fork** and **Visions Cafe at Southbridge Hotel and Conference Center**, as well as hors d’oeuvres created and served by culinary students at **Bay Path Regional Vocational Technical High School**, coffee from **Sturbridge Coffee Roasters** and desserts from the **Publick House Restaurant**.



Lt. Governor Karyn Polito commended Harrington on its efforts to provide care

The event featured more than 75 silent auction items, as well as a live auction, emceed by **Kennedy Elsey** from **Boston’s Mix 104.1**. Harrington was honored to have close to 250 guests in attendance, including **Lt. Governor Karyn Polito**, who spoke at length about the opioid crisis in the Massachusetts, and commended Harrington on its efforts to provide accessible services and treatment across the region.

Bridgewater attorney **William Scannell** delivered a moving speech about the recent death of his son, **Emmett**, a 20-year old Worcester State University student who died of an accidental heroin overdose in April. Attorney Scannell expressed the need for more substance abuse services in the community and urged understanding and empathy for those afflicted by the disease of substance use disorder.

June 2016

Harrington Hospital Receives “Get With The Guidelines” Stroke Gold Plus Quality Achievement Award

Harrington Hospital received the American Heart Association/American Stroke Association’s Get With The Guidelines®-Stroke Gold Plus Quality Achievement Award. The award recognizes Harrington’s commitment and success in ensuring stroke patients receive the most appropriate treatment according to nationally recognized, research-based guidelines based on the latest scientific evidence.

To receive the Gold Plus Quality Achievement Award, hospitals must achieve 85 percent or higher adherence to all achievement indicators for two or more consecutive 12-month periods and achieved 75 percent or higher compliance with five of eight quality measures.

“A stroke patient loses 1.9 million neurons each minute stroke treatment is delayed. This recognition demonstrates our commitment to delivering advanced stroke treatments to patients quickly and safely,” said James Sullivan, M.D., chief of emergency medicine at Harrington HealthCare System. “We strive for excellence in the acute treatment of stroke patients. Recognition from the American Heart Association/American Stroke Association’s Get With The Guidelines-Stroke further reinforces our team’s hard work.”



Lucky Duck Family Fun Day & 5K Color Run Sunday, May 7 • Fay Mountain Farm, Charlton



It’s time for the Harrington Auxiliary Lucky Duck & Family Fun Day!

The fun begins at 11 a.m. with kids games, a pie eating contest, Snap-n-Flash Photo Booth, Child ID Safety Program, decorate a duck cookie and more!

Lucky Duck Pluck at 2 pm. The Grand Prize is \$1,000! Ducks are on sale now!

One Duck: \$5 • Six Quack: \$25 (one free duck)

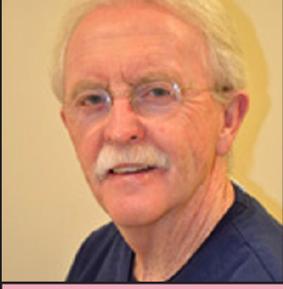
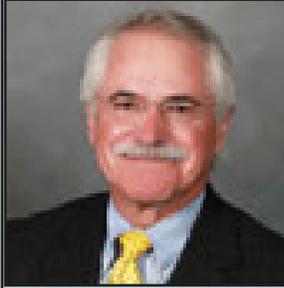
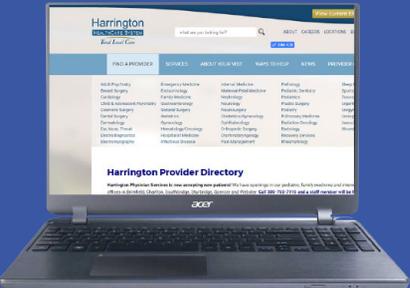
Whole Flock of Ducks: \$50 (13 ducks for the price of 10)

CALL THE LUCKY DUCK HOTLINE AT 508-765-6473
FOR INFO ABOUT WHERE TO BUY YOUR DUCKS!



Color Run at 12 Noon • hh5kcolor.eventbrite.com

Harrington Physician Services Welcomed the Following New Providers in 2016

EMERGENCY MEDICINE		FAMILY MEDICINE	
 <p>Joshua Lerner, MD Southbridge Emergency Dept. Education: Tufts University School of Medicine Residency: UMass Medical School Board Certifications: Emergency Medicine</p>	 <p>Robert McCarron, MD Oxford Urgent Care 508-765-9771 Education: UMass Medical School Residency: St. Vincent Hospital Board Certifications: Cardiovascular Disease, Emergency Medicine</p>	 <p>Alan Gonzalez-Blosser, PA-C Southbridge, 508-248-3015 Education: Physician Assistant Studies, MA College of Pharmacy & Health Sciences, Worcester, MA</p>	 <p>Cindy Porter, NP HPS, Spencer Education: Master of Science, Family Practice, MCPHS University, Worcester, MA</p>
FAMILY MEDICINE		GASTROENTEROLOGY	
 <p>Amy Robidoux, NP HPS, Spencer (508) 885-3025 Education: Master of Science in Nursing, Regis College, Weston, MA</p>	 <p>Sonja Schaffer, NP 128 Main St., Suite 4, Sturbridge 508-347-9240 Education: UMass Graduate School of Nursing</p>	 <p>Shanell Vance, NP 61 N. Main Street, Charlton 508-248-1745 Education: Master of Science in Nursing, UMass Medical School, Worcester</p>	 <p>Khalid Aziz, MD 100 South Street, Suite 101, Southbridge 508-872-0508 Education: Khyber Medical College, Peshawar, Khyber-Pakhtunkhwa, Pakistan Board Certifications: Gastroenterology, Internal Medicine</p>
HEMATOLOGY/ONCOLOGY		INTERNAL MEDICINE	
 <p>Yasser Rehman, MD The Cancer Center at Harrington 55 Sayles St., Southbridge 508-764-2400 Education: Khyber Medical College at the University of Peshawar, Pakistan Fellowship: Boston Medical Center Board Certification: Internal Medicine</p>	 <p>Sushma Basa, MD 340 Thompson Road, Webster 508-943-5132 Education: Kakatiya Medical College, India Residency: Berkshire Medical Center, Pittsfield, MA Board Certification: Internal Medicine</p>	 <p>Charles Cavagnaro, MD 255 E. Old Sturbridge Road, Brimfield 413-245-3389 Education: Cornell University Medical College, NY Residency: UMass Medical School, Worcester Board Certification: Internal Medicine</p>	 <p>Robert Maloney, MD 118 W. Main Street (2nd Floor), Spencer 508-885-3025 Education: Catholic University of Louvain, Louvain, Belgium Residency: Worcester City Hospital (UMass Memorial Medical Center) Board Certification: Internal Medicine</p>
PSYCHIATRY		UROLOGY	
 <p>Laurette "Lorrie" MacDonald, NP Outpatient Behavioral Health 29 Pine Street, Southbridge Education: Master of Science in Nursing, University of Phoenix</p>	 <p>Ann Maloney, MD 336 Thompson Road, Webster 508-640-0063 Education: University of Vermont College of Medicine, Burlington, VT Board Certifications: Neurology, Psychiatry</p>	 <p>Maryanne Vogel, NP 20 Southbridge Road, Charlton 508-765-7886 Education: Master of Science in Nursing, Regis College, Weston, MA</p>	 <p>For a complete listing of all Harrington Providers, please visit our website at harringtonhospital.org/physicians</p>

October 2016

Harrington One of Only 72 Hospitals in Country to Earn Straight “A” Grades for Patient Safety

Harrington Hospital earned its **10th straight Leapfrog Hospital Safety Grade of “A”** as announced by **The Leapfrog Group**, a national patient safety watchdog. Adding to the significance of this achievement, Harrington is **one of only 72 hospitals out of over 2,600** nationwide to have accomplished the difficult task of being awarded an “A” rating twice each year since the inception of the safety grade program in 2012.

To give you an idea of just how remarkable an accomplishment this is for Harrington, here’s a summary of how other U.S. hospitals fared in the fall ratings: 844 earned an A, 658 earned a B, 954 earned a C, 157 earned a D and 20 scored an F.



Developed under the guidance of a Blue Ribbon Expert Panel, the Leapfrog Hospital Safety Grade uses 30 national performance measures of publicly available hospital safety data to assign A, B, C, D and F grades to more than 2,600 U.S. hospitals based on their record of patient safety, helping consumers protect themselves and their families from errors, injuries, accidents, and infections. The grade is calculated by top patient safety experts, peer-reviewed, fully transparent and free to the public.

“Leapfrog Hospital Safety Grades assign A, B, C, D and F letter grades to hospitals nationwide and provide the most complete picture of patient safety in the U.S.,” said VP Quality & Patient Safety Kathleen Davis.

“To be counted in the top 3% of hospitals in the country to consistently score high marks for hospital safety says a lot about the commitment of our staff to keep patients safe every day within the Harrington HealthCare System,” said President and CEO Ed Moore.

“Earning Straight A’s in the Leapfrog Hospital Safety Grade is a remarkable achievement and testament to a hospital’s ongoing vigilance and commitment to patient safety,” said Leah Binder, president and CEO of The Leapfrog Group. “We thank Harrington Hospital for being an example of excellence in preventing harm to patients, and urge you to continue championing patient safety.”

About The Leapfrog Group

Founded in 2000 by large employers and other purchasers, The Leapfrog Group is a national nonprofit organization driving a movement for giant leaps forward in the quality and safety of American health care. The flagship Leapfrog Hospital Survey collects and transparently reports hospital performance, empowering purchasers to find the highest-value care and giving consumers the lifesaving information they need to make informed decisions. The Leapfrog Hospital Safety Grade, Leapfrog’s other main initiative, assigns letter grades to hospitals based on their record of patient safety, helping consumers protect themselves and their families from errors, injuries, accidents, and infections.

Another Productive Year for the Harrington Auxiliary

The Harrington Auxiliary is a dedicated group of individuals who have joined together since 1932 to volunteer their time and services to Harrington and the local community. The Auxiliary and Volunteer Department create fund-raising projects, community events, holiday sales and health seminars to support our patients and augment hospital needs.

In **February**, the Harrington Auxiliary donated \$25,000 to Harrington HealthCare System to benefit the new inpatient psychiatric unit planned for Harrington’s Webster campus at 340 Thompson Road. “We know how much of an urgent need access to behavioral health services has become in our communities,” said **Auxiliary President Helen Lenti**. “We are happy to be able to contribute to a project that has the potential to help thousands of people.”

In **March**, the group made a \$5,000 donation to St. John Paul II Parish in Southbridge to help pay for the cost of temporary housing associated with the parish’s homeless initiative organized by Father Peter Joyce.

In **June**, the Auxiliary awarded scholarships totaling more than \$21,000 to eleven deserving students. Five students received the Dr. Van Vooren Memorial Scholarship in the amount of \$1,000 each. This money is raised each year through our Dr. Van’s golf tournament in September. One student received the Grace Kirk Memorial Scholarship for \$1,250, given in honor of Grace Kirk who volunteered for Harrington and was a member of the Auxiliary for 23 years. Five students, including three Harrington employees, received a Harrington Auxiliary Scholarship for \$3,000 each.

In **November**, the Auxiliary dedicated the artwork, “Released” newly installed in the hospital’s second floor chapel in memory of Lorraine Langevin. Funded by Mrs. Langevin’s daughters and the Auxiliary, the project was a combined effort of Putnam artists Amy Jakowski (Aspinock Spring Pottery) and Dot Burnworth (Sawmill Pottery) in collaboration with Auxilians Janina Swiacki and Nancy Swiacki.

The Auxiliary is always looking for members of all ages to participate in a variety of activities and subcommittees. For more information, send them an email at auxiliary@harringtonhospital.org.

October 2016

Harrington Holds Annual Meetings; Elects New Members Directors and Officers

The annual meetings of the **Harrington HealthCare System** and **Harrington Memorial Hospital** were held on October 25, 2017 and included the election of new members, directors and officers for 2016-2017.



Newly-Elected Board Chair, A. Jay Detarando, Director Deborah J. Boyd and Director Randall Becker

Newly-elected Members include Randall Becker, Timothy Bent, Honorable Timothy Bibaud, Michael Engel, Roxana Gomez-Vargas, Glenn Juchno, Pamela Leduc, Kevin Smith, Nataley Stanley, DMD and Steve Thebodo.

Deborah J. Boyd, of Fiskdale, and Randall Becker, of Webster, were elected to the Board of Directors.

Newly-elected officers to one-year terms include A. Jay Detarando, Chair; Mark Palmerino, Vice Chair; Edward H. Moore, President; Randall Becker, Secretary and Thomas J. Sullivan, Treasurer.

Members heard reports from the Finance Committee, the Investment Committee, the President of the Medical Staff, Francis Powers, M.D.; the President of the Auxiliary, Helen Lenti; Harrington Physician Services; the outgoing chair, James Waddick; the incoming chair, A. Jay Detarando and President and CEO Ed Moore.



Past Chair James Waddick

Outgoing Chair James Waddick thanked everyone for the opportunity to serve in that capacity. “Harrington has been fortunate to have exceptional people serving as Members and Directors,” he said, “and, to have a visionary President/CEO who has substantially grown our Healthcare System and has assembled and developed an outstanding senior leadership team.”

Newly-elected Chair A. Jay Detarando thanked Members for their nomination and support, then went on to thank Waddick for his three years of service as Chair. “Jim Waddick is not the guy who looks for the spotlight or recognition,” he said, “but I’m going to give it to him anyway, for just a minute.”

“As you know,” he continued, “Jim has served as chairman for the last 3 years and has done it in a way consistent with the selfless approach he has used for many years serving our community, including the United Way, Rotary, the Chamber, and a local financial institution, as well as the Hospital to highlight just a few. He is always prepared and well-read and has always put the Hospital and the community before himself or any self-interest. He is a strong leader with tremendous business and life experience and it’s been rewarding serving under him. I would like to thank Jim for all that he has done for the Hospital, the community and for me personally.”

Harrington Healthcare System, Inc. (Consolidated) Fiscal year: October 1, 2015 - September 30, 2016			
Statement of Revenues and Expenses (2015 audited versus 2016 audited)			
	2015	2016	
Total Operating Revenue	141,971,130	155,893,594	
Salaries, wages and benefits	92,514,096	100,627,870	
Supplies and expenses	45,643,595	50,237,487	
Depreciation	6,386,725	6,451,832	
Interest	669,813	577,559	
Uncompensated care pool assessment	707,493	838,717	
Total Operating Expenses	145,921,722	158,733,475	
Income from Operations	<3,950,592>	<2,839,881>	
Service to the Community (2015 versus 2016)			
	2015	2016	% Growth
Behavioral Health*	59,636	63,028	5.7%
Radiology	79,625	84,122	5.6%
Laboratory	790,614	908,258	14.9%
Emergency Room Visits	41,703	43,229	3.7%
Discharges**	5,569	5753	3.7%
Average Length of Stay	3.8	3.6	
Total Volunteer Hours	35,500	40,200	
* Includes Substance Abuse & Mental Health ** Includes Psych/Med-Surg/OB/Pedi/Newborn			