



Harrington HealthCare System Brings Award-Winning Quality Care to South Central Massachusetts

Eight years ago, Harrington Memorial Hospital was a quiet community hospital in Southbridge, Mass. Over the years, it has steadily grown into Harrington HealthCare System, a thriving, independent, financially secure network with multiple locations throughout 21 zip codes, including the main campus in Southbridge and the adjacent Cancer Center at Harrington, The Remillard Family Emergency Department in Webster, and the recently opened UrgentCare Express at Harrington in Charlton.



Harrington President & CEO Ed Moore (left) and Harrington Board Chair Jim Waddick pose in front of Harrington's main building in Southbridge.

Patients and families have long appreciated the personalized, close-to-home care that Harrington provides. But today, they are discovering Harrington's other attributes as Harrington is receiving regional and national accolades for quality, safety, and patient satisfaction. Harrington has been recognized for its clinical excellence, advanced technology, and clean, modern facilities.

Part of Harrington's success is enhanced through its strong relationships with UMass Memorial Medical Center and UMass Medical School as well as contracts with Beth Israel Deaconess Medical Center and Children's Hospital in Boston for diagnostic imaging. At the same time, patients like not having to travel to Worcester and Boston to receive care.

Since Ed Moore became Harrington's President & CEO in 2007, he has built a dynamic leadership team and Board of Directors. During his tenure, Harrington has doubled in size and revenue.

Awards

Examples of the many accolades Harrington has received in recent years:

- A Top Hospital in the Nation 2013 and 2014 from Leapfrog Group
- One of only 182 hospitals nationwide to earn seven straight "A" grades for patient safety from Leapfrog
- Patient Safety Excellence Award from Healthgrades
- Outstanding Patient Experience Award from Healthgrades
- Top 10 Massachusetts Hospitals for Quality Measures from Press Ganey

- 99th percentile patient satisfaction rating for inpatient care from Press Ganey
- Gold Plus Achievement Award for stroke care from the American Heart Association and American Stroke Association

The Cancer Center at Harrington

The freestanding, two-story, 17,000-square-foot building offers hematology, oncology, and radiation services under one roof. The state-of-the-art facility features natural lighting, a modern infusion area, and the latest in radiation technology.

This year, the center received a three-year accreditation from the Commission on Cancer (CoC) of the American College of Surgeons. To earn CoC accreditation, cancer programs must meet 34 CoC quality care standards and maintain levels of excellence in the delivery of comprehensive, patient-centered care.

New Emergency Department

In 2009, Harrington assumed control of the former Hubbard Regional Hospital and repurposed it as Harrington HealthCare at Webster. Harrington's Webster campus houses diagnostic imaging, a laboratory, cardiology and gastroenterology services, same-day surgery, and a sleep lab.

But the most significant addition to Webster came in 2014 with the opening of the Remillard Family Emergency Department. The renovations more than tripled the size of the previous emergency department to 13,000 square feet and added nine private treatment rooms, including cardiac and trauma; a separate ambulance entrance; psychiatric emergency evaluation rooms; expanded registration area; and a private family waiting room. Last year, there were 14,000 patient visits to the emergency department, which has the area's shortest wait time.

UrgentCare Express at Harrington

In a response to a growing demand for urgent care, UrgentCare Express at Harrington opened its doors to patients this September. It is located inside the existing Harrington HealthCare at Charlton building, which also houses diagnostic imaging services, Harrington's Wound Care Center, and Harrington Physician Services.

The center, staffed by board-certified emergency physicians, provides walk-in medical care, including after-hours and weekends, for non-life-threatening injuries and illnesses. It also offers integrated care with Harrington's primary care physicians and on-site radiology and lab services.

Harrington Physician Services

Harrington Physician Services (HPS) brings much-needed outpatient services to the community. Through Harrington's active recruiting, HPS has grown into a robust multidisciplinary group, including 75 doctors, nurse practitioners, and physician assistants.

These primary care and specialty physicians come from top training programs and provide high-quality care throughout Harrington's service area.

Community Outreach

An example of Harrington community outreach is the grant-funded Self-Wellness Program, which targets at-risk people aged 13 to 26 and provides information on abstinence, birth control, date safety, sex, violence, abuse, STIs, and pregnancy.

Also, Harrington on Wheels is a popular mobile unit that travels to health fairs, career days, businesses, and other venues to share resources and offer free screenings. Services include blood pressure screening, blood sugar screening, cold and flu prevention, CPR, first aid, Lyme disease awareness, stroke education, and sun safety.

Behavioral health is another top priority for Harrington, including efforts to address growing substance abuse, especially opioid addiction. This May, Harrington partnered with the Dudley District Court - Drug Court Program to provide participants with treatment plans, drug testing, and counseling. Harrington also hosted a major “Take a Mental Health Day” 5K run/walk that raised \$12,000, which will help expand Harrington’s psychiatric services. Harrington’s Auxiliary and volunteer services help make these events possible.

Additionally, Harrington strives to make care more accessible to the large Hispanic population in its service area.

“At Harrington, we’re dedicated to the physical and mental healthcare needs of all in our community,” said Moore. “At the same time, we wouldn’t be able to survive without strong fiscal health.”

Looking Ahead

Harrington is always looking for ways to improve, including two upcoming initiatives.

- A new Women’s Health Clinic in Charlton is set to open this fall. The facility will provide a full range of women’s health services in an inviting, modern space with enhanced privacy.
- A 16-bed inpatient psychiatric unit located on Harrington’s Webster campus will treat patients suffering from mental illness and substance abuse. It will feature an intensive outpatient program to ease the transition for patients back into the community. Recently, Harrington received a \$3.5 million grant from Community Hospital Acceleration, Revitalization, & Transformation, with \$1.4 million designated for construction of the inpatient psychiatric project scheduled to open in the fall of 2016.

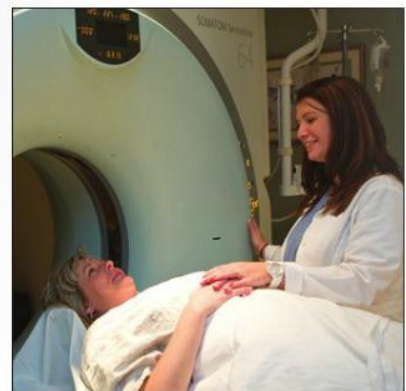
“We look forward to many more milestones,” said Moore. “But while we continue to grow and become increasingly state-of-the art, we will maintain our original vision and commitment to personalized, compassionate care.”



The state-of-the-art Cancer Center at Harrington offers comprehensive cancer care under one roof. Services include hematology and oncology/infusion, radiation therapy, and patient support, such as access to a social worker, genetic counseling, and a lymphedema clinic.



The Wound Care Center at Harrington provides individualized treatment for chronic, non-healing wounds. The center includes hyperbaric oxygen therapy, which enhances the body’s natural healing process by inhalation of 100 percent oxygen in a total body chamber.



The Diagnostic Imaging department at Harrington collaborates with Harvard Medical Faculty Physicians from Beth Israel Deaconess Medical Center to provide the region’s most advanced imaging. Services include MRI, Digital Mammography, Ultrasound, X-ray, CT Scans, Bone Densitometry, and Nuclear Medicine.

LOCATIONS

Harrington Hospital

100 South Street
Southbridge, MA
508-765-9771

Harrington HealthCare at Charlton

10 North Main Street
Charlton, MA
508-248-6780
UrgentCare Express
508-248-1770

Harrington HealthCare at Webster

340 Thompson Road
Webster, MA
508-943-2600

Harrington HealthCare at 169

20 Southbridge Road
Charlton, MA
Physical Therapy,
Occupational Therapy, Audiology
508-434-1435

The Cancer Center at Harrington

55 Sayles Street
Southbridge, MA
Infusion Services, Therapy, Resource Room
508-764-2400
Radiation Therapy Services
21st Century Oncology Affiliate
508-765-6830

Harrington Physician Services has locations in Southbridge, Webster, Spencer, Sturbridge, Charlton, and Brimfield. Please visit our website for a full list of addresses.

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