

MOORE NOTES

Much to Be Thankful for



Dear Harrington Family,

It's the start of the holiday season, there's frost on the pumpkin, and this is a good time to reflect on the challenges and accomplishments of this year. Indeed, we have much to be thankful for as Harrington cares for more and more patients and members of the many communities in our service area.

I'm happy to report that our behavioral health initiatives are moving forward, and I salute institutions like Savers Banks for their generous donations. Fund-raising efforts continue for our new psychiatric unit planned to open on our Webster campus.

I'm also delighted to share news about Harrington having the lowest C-section rate in the entire state, as reported by the Leapfrog Group! This is another testament to the dedication of our healthcare providers and our commitment to quality.

This is also a season for giving back, and Harrington as always is proud to support efforts to help many of our neighbors in need.

I am grateful to work with such an outstanding staff and volunteers throughout the year!

Wishing you and yours a Happy Thanksgiving!

Ed Moore
President & CEO

Behavioral Health Expansion

New outpatient program, patient navigation services bridge gap

In follow-up to a \$3.5 million grant awarded by the Massachusetts Health Policy Commission (HPC) in 2014, Harrington has begun implementation of several programs aimed to expand access to critical behavioral health services throughout Southern Worcester County.

The "medical home model" places licensed behavioral health clinicians and patient navigators within Harrington's inpatient unit and Emergency Care Center in Southbridge and the Harrington Physician Services (HPS) family practice office in Charlton.

Prior to this program opening, Worcester was the only option for patients who required a higher level of care.

In November, Harrington will open the region's first-ever, intensive outpatient program for substance abuse in Southbridge. Prior to this program opening, Worcester was the only option for patients who required

a higher level of care because of significant risk factors and to prevent further relapse and hospitalization in this region.

Greg Mirhej, Assistant Vice President for Harrington's Behavioral Health Services, said one of the primary program goals is to reduce Harrington's 30-day Southbridge Emergency Room re-visits by 15 percent over the next two years.

A navigator and clinician will be added to the HPS Webster primary care office by December.

A portion of the HPC grant was also awarded to help fund a new, inpatient psychiatric unit at Harrington's Webster Campus. The 16-bed, 8,200-square-foot unit will be the first in central and western Massachusetts to offer an inpatient unit with a specialty track for patients suffering from both mental illness and substance abuse. The facility is scheduled to be opened in late 2016.



Right, Harrington President and CEO Ed Moore; left, Savers Bank President and CEO Joe Coderre.

SAVERS BANK DONATES TO INPATIENT UNIT

Related to the story above, Savers Bank has donated \$10,000 to support the funding of the new, inpatient psychiatric unit in Webster.

"Savers Bank is pleased to support Harrington Healthcare System as it addresses the acute need for increased access to mental health and substance abuse services in central Massachusetts," said Joseph Coderre, President and CEO of Savers Bank.

For more information on the behavioral health expansion, visit www.harringtonhospital.org.

Survivors Share Hope: Celebrating Breast Cancer Awareness Month



"No matter where I went, the hospital or The Cancer Center, they were all truly amazing. I can't say enough about either place, but I hold The Cancer Center deep in my heart for their kindness. When I go

for my visits now, they still remember me and always say hi. It takes a special person to do what they do."

-Mary Devlin

"Dr. Whitby didn't sugarcoat the news. She told me, 'Yes, it's going to be hard, you're going to feel awful and look awful, but think of it this way: we're going to take a year away from your life so you can have 30 to 35 more years of health.' That notion got me through the toughest days."

-Sharon Yager



Harrington was proud to support breast cancer awareness in October by receiving generous donations from Finally Lisa's Salon and Sturbridge Coffee Roasters, in addition to other initiatives.

Read more from Sharon and Mary online: www.harringtonhospital.org

Harrington Lauded for Having Lowest C-Section Rate in State

In the latest Leapfrog "report card," Harrington has received what amounts to an A+ for having the lowest C-section rate in Massachusetts—14.3%. The Leapfrog Group, the leading independent national advocate for hospital quality, safety, and affordability, recognized Harrington HealthCare System for this achievement after having also recognizing us as one of the nation's "Top Hospitals" the last two years.

Harrington was the only hospital in the area to be in the top three in the ratings, besting major medical centers in Worcester and Boston. The state's average C-section rate is 26.2%.

The Leapfrog data only included C-sections for first-time, low-risk deliveries.

"We carefully manage each patient to ensure that babies are delivered in the safest and least complicated manner," said Mark Simonelli, MD, Harrington Chief of Ob/Gyn. "Leapfrog's report is a great validation of what for us is business as usual."

"We may be a relatively small community hospital, but it's very gratifying when we're recognized as the best in the region for different aspects of care," said Ed Moore, Harrington president and CEO. "Quality and safety always come first."



Members of the Tantasqua National High School donated 500 children's books to Harrington HealthCare System as part of a school-wide book drive.

Local Students Donate 500 Books

Every year, the Tantasqua Regional High School National Honor Society (NHS) participates in several community service projects. This year, the 125 members held a children's book drive.

NHS challenged staff and students to bring in books that were in excellent condition. Teachers also participated and challenged their classes to donate as many books as possible. One class donated 500 books!

The drive lasted two weeks, and the school collected 2,200 books.

The students donated 500 books to our healthcare system in October. They also donated a collection to UMass Medical Center, Shriners Hospital in Springfield, and Children's Hospital in Boston.

"We chose to donate to Harrington first because it is the hospital that serves our community," said Robert Jefferson, Tantasqua NHS advisor.

We extend our deepest thanks to Tantasqua for its generous donation of books to our healthcare system. They will be put to good use in our pediatric and patient care areas!

Quality Corner

New Protocol for Hemorrhage Patients

We have adopted a new protocol to provide a standardized approach to improve outcomes for patients suffering from massive hemorrhage. Using a multidisciplinary team, we will ensure the rapid availability of blood, blood products, and qualified personnel to assist the hemorrhaging patient. The goal is to restore blood volume and composition rapidly to maintain hemostasis.

Utilizing the code "TRANSFUSION TEAM" and including the unit where the crisis is occurring with our overhead (*66) paging system will mobilize team members in a coordinated response to improve outcomes for these patients. The medical leader will order needed products, nursing leadership will notify Blood Bank, phlebotomy will arrive to draw needed labs, and the nursing responders will assist with management of the patient—recording the events, running for blood product, assisting the team leader, and safeguarding valuable blood bank resources to stabilize the patient. Employees can expect drills to start soon on campus, as well as a new policy to be finalized and signed.

Gary McKinstry: Professional Medium and Psychic

Join the Harrington Auxiliary and the community for one of our most popular fund-raisers! Listen to Gary talk to people about their lives and those they have lost to the Other Side. Listen to how we're all "connected."

Tuesday, November 10, 2015 | Old Sturbridge Village, Sturbridge MA
Admission: \$20 per person | For tickets: 508-764-6472



Annual Holiday Lobby Sale and Bake Sale!

Do your holiday shopping locally and support Harrington. Our busy lobby holiday and bake sale is happening in November in our Southbridge campus lobby!

Bake Sale: Thursday, November 19 | 9 a.m. to 2 p.m.
Homemade pies, cookies, breads, and so much more!

Lobby Sale: Friday, November 20 | 7 a.m. to 7 p.m.
Jewelry, florals, toys, decorations, stocking stuffers, wreaths, ornaments, sports gifts, clothing, accessories and more! Plus, FREE gift wrapping and light refreshments will be offered.



All proceeds from the Auxiliary will benefit the many programs and projects of Harrington HealthCare System.

THE AUXILIARY MATTERS