

A Healthy You

THE COMMUNITY HEALTH MAGAZINE OF HEYWOOD HEALTHCARE

VOLUME 10 / 2018

Breathe easy with pulmonary services at Athol and Heywood Hospitals

Tully Family Walk-in Center opens in Athol

Preparing for your new addition at LaChance Maternity Center

Health and Wellness Programs for all ages and stages

Athol Hospital's
Future is Rising

Fulfilling Our Promise to the
Athol Community

 **Heywood Healthcare**

ATHOL HOSPITAL | HEYWOOD HOSPITAL | HEYWOOD MEDICAL GROUP | QUABBIN RETREAT

Dear Friends of Heywood Healthcare,

It is a pleasure to share an update with regarding the exciting projects underway at Heywood Healthcare, all working to improve the access to healthcare services within the North Central and North Quabbin regions.



In addition, it is imperative that I share with you the most critical challenge in healthcare that your community-owned health system is facing and to ask for your support – the upcoming ballot initiative to mandate nursing staff ratios. If passed, it has the potential to ultimately unravel the incredible breadth and depth of care we have woven together to serve you, our patients.

At first glance, the idea of mandating more nurses around the clock at Heywood and Athol Hospitals seems positive. However, **this ballot initiative will have immediate and long lasting negative consequences on how we deliver care**, both statewide and in our region.

We know that providing quality care requires the ability to make quick decisions with other care team members on what is best for each patient, at any given moment. This ballot initiative would take that decision-making power away from the nurses, doctors and other support staff, replacing it with a one-size-fits-all government mandate. **Patient care is not cookie cutter. It takes teamwork, compassion and flexibility.**

How could this affect you? You'll likely see higher insurance premiums while access to local care is reduced. You'll see cuts to staffing and services at your local hospitals. Patients will endure longer wait times for needed services. Community benefit programs like the Weekend Backpack Food Program, School-Based Health Services and Care Coordination in our Emergency Rooms will no longer have the needed funding. Hospital-based services will be reduced or eliminated. In short, **your access to care will be greatly diminished.**

In California, the only state to adopt mandated nurse-to-patient ratios, community hospitals have closed at twice the rate of those in other states. Massachusetts far exceeds California in quality measures including infection rates, patient safety indicators and patient satisfaction. Keeping community hospitals strong benefits everyone, most importantly, our patients.

It is our honor and privilege to provide you and your family with quality care, close to home. **Don't let the state legislate YOUR care. VOTE NO ON #1.**

Thank you for taking a moment to read *A Healthy You*. If you have any questions or concerns, please email me at President@heywood.org.

Yours in Good Health,

Win Brown
President & CEO
Heywood Healthcare

Heywood Healthcare is an independent, community-owned, non-profit healthcare system serving the North Central and North Quabbin regions of Massachusetts and Southern New Hampshire. It is comprised of Athol Hospital, a 25-bed non-profit Critical Access Hospital in Athol, MA; Heywood Hospital, a nonprofit, 134-bed acute-care hospital in Gardner, MA; Heywood Medical Group with primary care and specialty physicians throughout the region; four satellite facilities – Heywood Rehabilitation Center, Gardner, MA, West River Health Center, Orange, MA, Winchendon Health Center and Murdock School-based Health Center in Winchendon, MA; the Quabbin Retreat in Petersham, MA; the Heywood Charitable Foundation and the North Quabbin Community Coalition, an affiliate organization.

A Healthy You is published by Heywood Healthcare and is produced by its Community Relations Department in conjunction with DeTore Design Group. The featured information is intended to educate people about subjects pertinent to their health; however it should not be considered a substitute for consultation with a personal physician.

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Book your
mammogram
anytime of the year!

Call Heywood Hospital Central
Scheduling Department at
(978) 630-5070 or Athol Hospital
Central Scheduling Department
at (978) 249-1205.

TIME TO GO PINK!

October is National Breast Cancer Awareness Month

Breast cancer is the second most common kind of cancer in women. About 1 in 8 women born today in the United States will get breast cancer at some point.

The good news is that most women can survive breast cancer if it's found and treated early. A mammogram – the screening test for breast cancer – can help find breast cancer early when it's easier to treat.

October is known as National Breast Cancer Awareness Month – a chance to learn about early detection of breast cancer.

What is a mammogram?

A mammogram is a specialized form of x-ray that is used to detect and monitor changes in breast tissue. The Susan G. Komen Foundation reports 87% of mammograms are successful in detecting breast cancer in women.

Why do I need a mammogram?

Women age 40 and above should have a yearly mammogram to watch for changes in the breast that may identify risks or the presence of cancer. The earlier breast cancer is found, the easier and more successful it is to treat.

When should I get a mammogram?

National guidelines recommend screening mammograms for women ages 40 and older:

Radiology/Imaging Services Hours

HEYWOOD HOSPITAL

Monday–Thursday 7:00am–8:00pm

Friday 7:00am–7:00pm

Saturday & Sunday 7:00am–3:00pm

ATHOL HOSPITAL

Monday–Friday 8:00am–4:00pm

- **Age 40:** A baseline mammogram at age 40 helps doctors watch for changes.
- **Ages 40-50:** Annual mammography is recommended for all women between ages 40-50.
- **Ages 50-74:** After age 50 your doctor may recommend mammograms every 2 years if you are low risk and have not had a history to indicate that a yearly check is best.

Your primary care physician will talk to you about your risks for breast cancer and determine whether you should begin screening differently from the national recommendations.

Where can you get a mammogram?

Heywood Hospital and Athol Hospital offer full-field digital mammography. Both facilities are accredited by the American College of Radiology Mammography Program, licensed by the Massachusetts Department of Public Health and certified by the FDA under the Mammography Quality Standards Act.

Even if you had a previous mammogram at another facility, you can have your annual screening at Athol or Heywood Hospital.

What happens next?

If a mammogram shows signs of an abnormality, your physician will contact you for a follow-up test to help determine whether the finding is benign (non-cancerous) or needs further testing. Should cancer be detected, your doctor and the healthcare teams at Heywood and Athol Hospitals will help you navigate a path for treatment.

Worried about paying for a mammogram?

Mammograms are covered for women over age 40 under the health care reform law. Most insurance plans and Medicare covers the cost of a yearly mammogram. If you are not sure, contact your insurance provider for assistance in determining coverage for this life-saving exam.

What's going on inside your body?

How do you know what is causing an illness? What determines the kind of treatment you need to get healthy?

A diagnostic test is any approach used to gather information to make a clinical decision or diagnosis. In addition to an exam and reviewing your history, your physician may order a diagnostic test such as blood work, an X-ray, ultrasound or MRI, a surgical biopsy, stool sample or swab culture to understand what is happening in your body.

Some tests are done at your primary care provider or at an urgent care or walk-in center. Others are provided at the Imaging Center, Outpatient Collection Services or Laboratory at Heywood and Athol Hospital as an outpatient service. Your doctor will order the tests you need and direct you where they may be done. The Laboratory or Imaging Services staff will provide any instructions you may need to follow for a particular test.



LOCAL PHYSICIANS SPEAK OUT AGAINST QUESTION 1

A commitment to the health and wellness of our communities

John Harrington, MD, a local physician well-known for his 35 years as the Medical Director at the Winchendon Health Center, and Ellen Ray, MD, Chief of Emergency Services for Heywood Healthcare, are speaking out against Question #1 on the November Ballot.

The current Medical Director at Gardner Rehabilitation and Nursing Center, Dr. Harrington's main concern about the rigid staffing ratios proposed in Question 1 is the impact it will have on new nurses, and thus, overall patient care.

"Over my career, I have worked with many nurses, both new and experienced, and I have found that the new graduates often lean on senior, more experienced nurses when the unit is busy or when there is an influx of patients who need a higher level of care.

"Often, decisions on the level of care needed are made at the bedside on a patient by patient basis," he continued. "Nurses are part of the whole care team and need to be allowed the flexibility to deal with the ever-changing needs of our patients."

There is no question that there are healthcare facilities who abuse their nursing staff to the detriment of patient care. "Many people feel strongly about this initiative because of past experiences with loved ones in long term care and rehabilitation facilities," continued Harrington, "but **this mandate does not apply to skilled nursing or drug**

“ My concern is that Question #1 would impede access and timely care for those who need it most. In addition, this mandate would limit the services hospitals can provide at any given time, if a hospital cannot provide enough nurses to fulfill the rigid ratios. ”



John Harrington, MD

treatment facilities. In fact, many of the facilities may lose nurses if hospitals are required to up staff to meet these rigid ratios. This mandate creates far more problems than it attempts to solve."

We need to find a better, more effective way to address these critical issues. I have worked shoulder to shoulder with so many nurses, who have given all that any person could to help an ill person persevere.

This bill would interfere with the need to expand the care nurses should be able to given in a fair environment. As it states now, it will severely impact the quality of healthcare as we expect in our country.

Let's not lose the goal of balanced quality care for all patients, but let us not make all things worse with the passage of Ballot Question 1.

Let us continue to find a better, more balanced, effective and humane way. Please, vote NO on 1.

Dr. Ellen Ray, an Emergency Department physician at Heywood Hospital for 27 years, assumed the role of Chief of Emergency Medicine for Heywood Healthcare in 2017 also has concerns. "This may result in service closures and very long wait times in our Emergency Departments when we are not able to support the ratio. The Emergency Department is very fluid – situations change instantly. We can go from having a few patients to responding to critical incidents in a matter of seconds. We need the flexibility to meet the ever changing needs of the patients we see, every day. We pride ourselves on being able to care for our community, our neighbors. This mandate would handcuff our ability to do so."

Another concern facing community hospitals and rural regions is the strain put on EMS services as EMTs will need to wait with patients in the hallways of Emergency Departments until a nurse can accept the patient to maintain the required ratio. California reports hold times from 30 minutes to 12 hours in extreme cases, impeding EMS response to community needs.

“ This bill may result in service closures and very long wait times in our Emergency Departments when we are not able to support the ratio. We need the flexibility to meet the ever changing needs of the patients we see, every day. This mandate would handcuff our ability to do so. ”

– Ellen Ray, MD



Thank you to our local organizations joining Heywood Healthcare in VOTING NO ON #1:

Athol/Orange Rotary Club
Greater Gardner Chamber of Commerce

Mayor Mark Hawke, City of Gardner
North Central Mass Chamber of Commerce

North Quabbin Chamber of Commerce
Wood's Ambulance

The MNA, a union representing less than a quarter of nurses in Massachusetts, is the proponent behind this ballot initiative, with the goal of imposing government-mandated staffing ratios in every hospital across the state. These rigid ratios would be the same in every hospital – large and small, teaching and community – and would threaten the quality, cost and access to health care in Massachusetts, particularly in rural regions.

In addition to scrambling to hire more nurses, hospitals would see fines up to \$25,000 per violation is imposed on any hospital that falls outside of the mandated ratio.

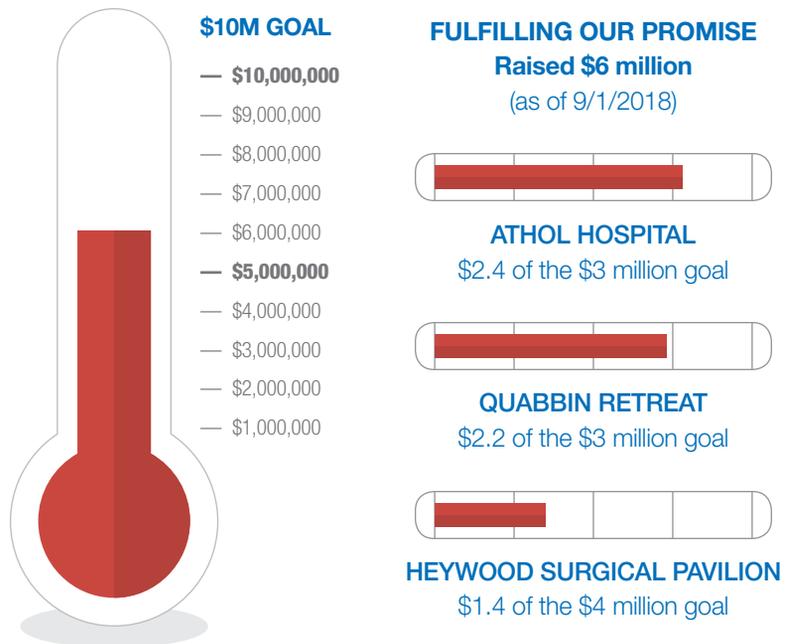
“We, as a community-owned healthcare system, are able to be flexible and devote resources where they are needed. We work diligently to identify the health needs of our region and to develop and deploy resources to best respond to these needs,” states Dawn Casavant, Vice President of Development for Heywood Healthcare. “Our community outreach is a vital part of our continuum of care. Without these supports, we will likely see an increase in our readmission rates as many within our communities are unable to access the care they require without the supports in place today.”

California is the only state that has experimented with government-imposed ratios, implemented in 2014, and there is no evidence that it has improved care in its hospitals. Currently, Massachusetts outranks California in nearly every quality and process measure including mortality, infection rate, patient safety indicators and patient satisfaction.

For more information on how Question #1 could affect you and your local healthcare, please visit heywood.org/getthefacts or call (978) 630-6248.

FULFILLING OUR PROMISE

Commitment to people.
Commitment to community.



Fulfilling our Promise

Raising \$10 million to invest in the healthcare for North Central and North Quabbin is a grand goal. It is a number we are closing in on with the incredible support of the community, businesses, major supporters and individuals.

Fulfilling our Promise is a three-pronged campaign to modernize and invest in the physical structures and resulting services of Athol Hospital, Quabbin Retreat and Heywood Hospital. Doing so will improve access, extend service and increase availability of vital resources for those who live in our community.

To learn more, call (978) 249-1348 or email Dawn.Casavant@heywood.org.

BREATHE EASY AGAIN

Pulmonary services bring patients with lung conditions back to enjoying life

When you can't breathe, nothing else matters. If you or someone you love has a respiratory condition or illness, you know how frightening it is when you can't get breathe. It may be triggered by something like the flu or pneumonia or it may be a decline in lung function with a chronic condition like COPD or asthma.

Over 30 million people in the U.S. suffer from COPD, asthma, chronic bronchitis, emphysema and other chronic lung diseases. These diseases can cause severe limitations in activity, frequent hospitalization, emotional stress, progressive deconditioning and disability.

Now, there is help to break the cycle of hospitalizations and return to higher level of daily function. The of pulmonary care services of Athol Hospital and Heywood Hospital makes breathing easier.

Determining your level of breathing

If it's been more difficult to walk to the mailbox without getting out of breath, or you can't join friends for coffee because you are too winded, you may need to be evaluated to help find a way to improve your lung health and return to daily activities.

A Pulmonary Function Test can determine the nature of your illness so that your doctor can create an effective treatment program to manage a lung condition. Athol Hospital purchased a new Pulmonary Function Test machine in 2017. With the right information, your doctor can determine the best care.

Depending on your condition, you may receive respiratory care from Heywood Hospital's Outpatient Pulmonary Rehabilitation team or your doctor may refer you to the Inpatient Pulmonary Rehabilitation Program at Athol Hospital to help stabilize more significant breathing issues and prepare you to return to independent living.



The most comprehensive pulmonary rehabilitation in the region available at Athol Hospital

For patients who require inpatient pulmonary rehabilitation for a breathing related condition, one of the most comprehensive skilled pulmonary rehabilitation programs in Central and Western Massachusetts is available at Athol Hospital.

While being cared for in the Skilled Nursing and Rehabilitation Center at Athol Hospital, the Pulmonary Rehabilitation Program offers individualized treatment to improve breathing, prepare and safely manage care at home while reducing the chances of returning to the hospital and future emergency room visits.

"We use the time in pulmonary rehabilitation to improve strength of respiratory muscles as well as the whole body so that someone has the ability to do daily activities without risk to their breathing. Since so much can affect our breathing, we have to look at the

many ways we can improve it," shared Nancy Mallory, Athol Hospital's Director of Nursing. "Training in breathing techniques, relaxation to help prevent shortness of breath caused by anxiety, and proper medication all helps patients to gain control of their breathing."

In addition to respiratory therapists and pulmonary physicians, the program includes pharmacists, registered nurses, physical and occupational therapies, nutrition counseling, social services and nurse case management. The full team of professionals provide guidance and education to help patients of all ages to breathe easy again.

This 24/7 access to respiratory services helps ensure patients recover safely from an incident like pneumonia, flu or a hospitalization due to respiratory failure, as well as create a program to help prevent future hospitalizations and return to a better quality of life.

Outpatient Respiratory Care at Heywood Hospital

Outpatient respiratory services at Heywood Hospital provide medical management and comprehensive pulmonary rehabilitation to help people remain independent in their homes and community. Patients learn to modify their breathing patterns, adaptive techniques, and how to use their pulmonary medications properly. In learning to manage their disease, patients overcome panic and fear of activity.

Patients may be referred to outpatient services by their primary care physician after a respiratory condition is identified or following a hospitalization for a lung-related illness or emergency visit.

For more information about how Pulmonary Rehabilitation may help you, speak with your primary care physician.



“Our care team’s number one goal is to improve condition self-management and help patients to enjoy an active and independent lifestyle.”

Nancy Mallory, RN, BSN
Director of Nursing, Athol Hospital

Living Well with Chronic Lung Disease

Determining a path for care

If you are regularly winded or have problems doing daily activities because you are out of breath, you may have a chronic lung disease.

Tests can determine the condition of your lungs and diagnose respiratory illness:

- Pulmonary function tests measure flow of air in and out of your lungs and the volume of air your lungs can hold.
- Pulse oximetry tests how much oxygen is in your blood
- Arterial blood gas tests measure the level of oxygen and carbon dioxide in your blood
- Chest x-rays show the size and shape of your lungs and certain problems in the lung
- CT Scans provide more detailed imaging than x-rays

A treatment plan that’s right for you

A pulmonary rehabilitation treatment plan is individually created to meet your symptoms and conditions but may use the following:

- Breathing retraining
- Exercise
- Energy conservation and pacing techniques
- Medications
- Treatment for anxiety or depression
- Stress management/relaxation techniques
- Techniques for coping with chronic illness
- Special diet
- Symptom management and prevention
- Help for sleep disorders
- Airway clearance techniques
- Oxygen therapy
- Quitting smoking

Making changes that work

A treatment plan helps you reach your goals to live a better quality of life. The changes you make with the help of the pulmonary rehab team bring you to those goals.

Do you want to:

- Breathe better
- Dance or exercise
- Have energy to enjoy your children and grandchildren
- Rely less on others
- Do everyday activities like climbing stairs with less shortness of breath
- Return to hobbies and activities
- Travel
- Make fewer visits to the hospital or emergency room

From Living Well with Chronic Lung Disease: A Guide for Patients, Families, and Caregivers, a workbook for those enrolled in the Pulmonary Rehabilitation Program of Heywood Healthcare.

INJURED OR SUDDENLY SICK?

Tully Walk-In Care Center Opens in Athol

What do you do when you're injured or sick? There are three paths to care. Here's how to pick the one that's best for your needs.

Your **Primary Care Office** is the place that knows you best. Your primary care provider can treat common illnesses and minor injuries. Unless you face a life-threatening emergency, calling your primary care office is a good first step. They can help arrange an appointment or guide you to more specialized care if needed.

Urgent Care Centers provide walk-in care, without an appointment, for medical needs that are "urgent" or cannot wait for an appointment. Urgent or walk-in care centers are designed for patients whose illnesses or injuries are not life-threatening, but who can't wait until a primary care physician can treat them.

Emergency rooms at hospitals are designed to treat urgent, acute and life-threatening conditions. Emergency rooms are not the place for routine care or minor ailments.

Tully Family Walk-In Care Center Opens in Athol

Urgent care is now available at North Quabbin Commons Plaza next to Tully Family Medicine in Athol.

The walk-in center provides urgent care for those needing prompt, non-life threatening care. If your doctor's office is closed or they cannot get an appointment for you in time, you can still be treated by a team of medical providers to treat a range of immediate conditions, including performing x-rays.

TULLY WALK-IN CARE CENTER

North Quabbin Commons Plaza
81 Reservoir Drive, Athol, MA
(978) 248-8558

HEYWOOD URGENT CARE

266 Main Street, Gardner, MA
(978) 669-5959

"Access to immediate, convenient care in the right setting is important to keeping our hospital emergency rooms available for life-threatening conditions, while also providing primary care physicians a way to meet the urgent needs of patients facing something beyond a typical illness," explains Beth Nottleson, MD.

PRIMARY CARE

VS

URGENT CARE

VS

EMERGENCY

Acute illness (sinus infections, rash, upper respiratory infections, pink eye)
Annual physicals
Checkups – well child
Chronic pain
Depression/anxiety (Ongoing, non-life threatening psychological concerns and medications)
Follow-up care after Emergency room visit
Follow-up care Urgent care visit
Medicare wellness exams
Medication refills
Pap smears
Persistent cold symptoms
Persistent orthopedic injury or pain
Preventative care
Return to work/school clearance after initial injury/illness evaluation
Routine immunizations
Wart removals

Acute illness (sinus infections, rash, pink eye)
Allergic reactions (Mild, non-life threatening)
Broken bones or minor fracture
Insect bites, minor animal or human bites (no concern for rabies)
Mild asthma or COPD exacerbations
Mild-moderate back pain or injury
Minor burns
Minor gastrointestinal problems (nausea, vomiting, diarrhea)
Minor head injuries with no loss of consciousness
Minor lacerations, contusions, abrasions
Skin infections and rashes
Sprains/Strains
Upper respiratory problems (sore throat, earache, sinus symptoms, fever)
Urinary tract infections

Abdominal pain (sudden or severe)
Blood clot concerns
Choking
Dehydration
Diabetic emergencies
Fever – elderly or young children (<6 months)
Head pain (sudden or severe)
Heart attack symptoms (severe chest/jaw/mid back pain, sweating, shortness of breath)
Loss of consciousness (with/without head injury)
Open fractures
Severe lacerations (cuts)
Severe pain
Severe shortness of breath asthma/COPD exacerbations
Sudden vision changes or severe eye pain
Suicidal or homicidal thoughts or plans
Stroke symptoms (sudden dizziness, weakness, numbness, loss of coordination, word slurring, balance, or vision problems)
Trauma (Motor vehicle/pedestrian or vehicle/bicycle injuries or accidents, falls of more than 10 feet, multisystem injuries)

Go directly to the Emergency Room or call 9-1-1 for serious illness, chest pain or pressure, difficulty breathing, suspected stroke, severely broken or severed limbs, unconsciousness, convulsions or seizures, severe bleeding, poisoning, burns or any life threatening emergency.

RAISING THE ROOF ON THE NEW ATHOL HOSPITAL

Driving by Athol Hospital, you might not recognize it! Rising up is a 52,000 sq. ft. expansion. It's been a quick and steady pace since the snow melted this spring and the foundation was set for the new structure that will transform the 65 year old facility into a modern, fully accessible healthcare center.

By early fall, the structure and flooring will be completed, the exterior walls will be up and the brickwork will take shape. Before winter, the roof will be on and the building ready for the interior work to proceed throughout the cold weather season.

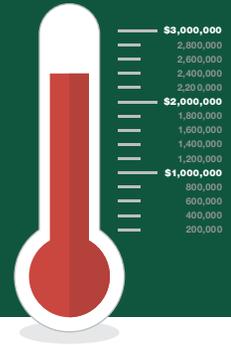
“The new Emergency Department and Medical Office Building will double the space at the hospital and that will help our doctors, nurses and care team provide better care, give patients more privacy and allow innovations and services to be available here in our community,” says Win Brown, President and CEO, Heywood Healthcare.

What's driving growth

Healthcare has changed dramatically since Athol Hospital opened in 1951. The new structure will replace the existing emergency and radiology departments, create a new main entrance and replace the current medical office structure. The expansion will house an expanded, modern Emergency

Will you help reach the goal?

In 1999 the community raised \$800,000 to save Athol Hospital. Almost 20 years later, there's just \$600,000 left to raise to complete a \$3 million investment that will make this hospital a stronger, better hospital to serve our community for generations to come. **Fulfill the promise of a healthy hospital. Donate today by calling (978) 249-1348 or at atholhospital.org/fulfillingourpromise**



Department on the lower level with medical offices, behavioral health services and crisis intervention on the second and third floors. Relocating those services to the new facility, we will be able to update and add to the original hospital building, offering more services within its walls and greater convenience and comfort for patients.

How's it "growing?"

We hope you are as excited about the coming changes and welcome you to watch us build a better Athol Hospital and Fulfill Our Promise to the community. Check out the construction camera at www.atholhospital.org for live images. You'll also find a time lapse video that shows just

how far we are coming with this historic project to build a better community hospital for you, your family and our neighbors!

Fulfilling Our Promise to the Athol community

With the incredible financial support of our donors, area businesses and the local community, the Athol Hospital Emergency Department and Medical Office Building Project of the Fulfilling our Promise Campaign is now at \$2.6 million to the \$3 million goal. For more information on supporting this project, call (978) 249-1348 or email Dawn.Casavant@heywood.org.



PREPARING FOR A HEALTHY NEW ARRIVAL

The LaChance Maternity Center at Heywood Hospital

Having a baby is an exciting, life changing event. It seems like a long time to wait for a newborn to arrive, but during that time a woman's body goes through many changes. An obstetrician, or a physician trained in maternity care, can provide the expert care for a healthy pregnancy. Prenatal care includes regular check-ups that allow doctors to treat and prevent potential health problems that may happen during pregnancy.

"We're lucky to be living at a time when the techniques of obstetric care have made childbirth so safe. Many forget how common loss of mothers and babies was not so many years ago," says Dr. Jonathan Grogins of Heywood Health Center for Women. "My colleagues and I provide the highest level of care and safety while honoring the natural process of childbirth. In this way, we offer the best possible experience while ensuring that lifesaving interventions are at hand if needed."

What to expect

At your first prenatal visit, a maternity nurse will:

- Take your health history including diseases, operations, or prior pregnancies, as well as your family's health history
- Check your blood pressure, height, and weight
- Calculate your due date
- Provide extensive pregnancy education and answer your questions

Be truthful with your medical provider. Your doctor can help you and your baby to have a safe and healthy pregnancy, and connect you to resources to do that.

Your first exam with your obstetrician will include:

- A complete physical exam, including pelvic exam
- Order blood and urine tests for lab work
- Discuss medical concerns, risks and answer your questions

Later prenatal visits will probably be shorter. Your doctor will check on your health and make sure the baby is growing as expected. Most prenatal visits include:

- Checking your blood pressure and measuring your weight gain
- Measuring your abdomen to check your baby's growth (once you begin to show)
- Checking the baby's heart rate

Routine tests include blood work. Other tests might be offered based on your age, personal or family health history, ethnic background, or the results of the other tests.

Your provider will schedule you for visits:

- About once each month for between weeks 8-10 through 28

- Twice a month for weeks 28 through 36
- Weekly for weeks 36 to birth

If you are older than 35 or your pregnancy is high risk, you'll probably see your doctor more often.

Choosing an Obstetric Provider

Two types of physicians provide the special care that mother and baby need during pregnancy and delivery.

A physician specializing in obstetrics and gynecology (OB/Gyn) focuses on this unique time in a woman's life. Heywood Health Center for Women has board-certified obstetric providers who deliver at LaChance Maternity Center at Heywood Hospital.

Many family medicine physicians are also certified in obstetrics to offer maternal-child care. Patients who regularly see a Family Medicine provider do not require a separate obstetrician, although it may be advised for a high-risk pregnancy or if your doctor recommends.

Taking the worry out of Gestational Diabetes

Some women experience gestational diabetes which can put mother and baby at risk. Fortunately, this condition is identified with routine prenatal testing. If diagnosed, Heywood's Certified Diabetes Educators help guide moms to keep themselves and baby safe with monitoring of blood glucose, changes in diet and exercise and other steps. Care and support for gestational diabetes is available at Heywood Hospital, Athol Hospital, Winchendon Health Center and Heywood Health Center for Women.





Miracle Eastman and Dr. Jonathan Grogins with baby Aubreeana who was delivered at LaChance Maternity Center.

Warm, welcoming, expert care

The LaChance Maternity Center offers an intimate setting that delivers specialized care.

Labor and delivery nursing staff have advanced training and skills along with compassionate care for each patient we see. Registered Nurses, some certified in lactation counseling, are also trained in neonatal resuscitation (NRP), Advanced Cardiac Life Support (ACLS) and Basic Life Support (BLS/CPR) to ensure the highest response in case of emergency. A surgical suite is located in the Maternity Wing if needed.

The goal of our comprehensive care team, comprised of obstetric providers, nurses, doulas, anesthesiologists, lactation consultants and additional support staff, is to create a positive experience for you and your growing family.

An experience to remember

LaChance Maternity Center offers many services that help make the birthing experience comfortable and enjoyable.

In addition to traditional labor pain management options (such as epidurals and intrathecal), they offer hydrotherapy

and free doula services. Wireless fetal monitoring allows women to be mobile and active during labor, use a birthing ball, or take advantage of the birthing tub and shower instead of being bed-bound.

You might be surprised to find a spa-like experience in a hospital. Aromatherapy, spa-quality shampoos, lotions and soaps, room-service menus and music therapy help create a relaxing environment. We even offer a celebration meal, served with cloth linens and a special dessert, for mom and her partner before leaving the hospital.

“We really offer the best of both worlds,” says Karyn Briand, RN, Director of LaChance Maternity Center, “Patients find the comfort and warmth of home, combined with the medical expertise and equipment of a hospital. Together they provide a safe delivery for mom and baby’s welcome to the world.”

Childbirth education classes, preparation for newborn care and parenthood, classes for siblings and support for breastfeeding will have you ready for the newest addition to the family. For more information, see page 18 or visit heywood.org.

Heywood Health Center for Women Delivers at LaChance Maternity Center

All physicians of Heywood Health Center for Women are board certified in Obstetrics and Gynecology. To schedule an initial appointment with any of these obstetric providers, call 978-630-5050.

Jeffery D. Blake, MD

Chair of Department of OB/GYN

Medical Education: University of Western Ontario-London, Ontario, Canada

Internship: Royal Columbia Hospital

Residency: University of British Columbia

Board Certification: Obstetrics & Gynecology



Andrea M. Damour, MD

Medical Education: Georgetown University, Washington DC

Internship: University of California-Davis, Sacramento

Residency: University of California-Davis, Sacramento-Specialty:

Obstetrics/Gynecology

Board Certification: Obstetrics & Gynecology



Jonathan Grogins, MD, FACOG

Medical Education: Boston University School of Medicine

Residency: UMass Memorial Hospital and SUNY Downstate, University Hospital of Brooklyn at Long Island College

Board Certification: Obstetrics & Gynecology



Liezli Irisari, MD, FACOG

Medical Education: West Virginia University School of Medicine

Residency: Obstetrics and Gynecology, Penn State Health Milton S. Hershey Medical Center

Fellowship: Minimally Invasive Gynecology, St. Elizabeth’s Medical Center, NY

Board Certification: Obstetrics & Gynecology, Female Pelvic Medicine and Reconstructive Surgery



Christine McMahon, NP

Medical Education: Regis College

Certifications: Massachusetts Registered Nurse, American Nurses Credentialing Center: Family Nurse Practitioner



RESIDENTIAL SERVICES COMPLETE QUABBIN RETREAT PHASE 1

Providing continuity of care for adults

Hope shined in June of 2017 for those facing the struggle of substance abuse and behavioral health needs. The opening of the Quabbin Retreat in Petersham was the first step toward offering a full spectrum of services and care to provide clinical treatment, social support and resources in the region.

One year later, the dedicated 75,000 square foot center has added residential services to offer adults with a safe place to receive the care they need after graduating from detox or when a closer level of care is need to help support recovery.

Today more than 250 patients and over a thousand lives have been positively impacted by the help and hope at Quabbin Retreat through the Dana Day Treatment Program, and now the McLean Naukeag at Prescott Center, operated in collaboration with McLean Hospital.

This comfortable, home-like setting which opened in April 2018, hosts 40 beds that provide a safe and supportive environment to help adults who have completed detox and whose substance use disorder is complicated by psychiatric illness. The program offers clinical oversight in a structured environment to help individuals reach their goals of regaining independence.

“Recovery from addiction and patterns of substance misuse is never a quick fix, but involves many facets and steps along the way to support successful progress,” says Brian Gordon MS, CAGS, LMHC, Program Supervisor. “Having a residential center for people to receive full-time support in a more structured environment allows us as clinicians to direct patients to a higher level of care and stay in the community.”



The Quabbin Retreat in Petersham, MA now offers a residential and day program for adults with both addiction and behavioral health diagnosis.

“Having the residential component of care on-site, provides a local resource when someone in the day program may be experiencing a need for more oversight to help keep them from veering off course,” Gordon continued. “Knowing recovery does not always move in a straight line, having the clinical expertise and live-in program at the Quabbin Retreat, makes a smooth transition and takes a lot of the stress out of moving between programs.”

Stepping stones along a journey

The Dana Day Treatment Center provides an intensive outpatient program, resources, social services and many other forms of support with a 6-hour day, for three weeks. This important path to recovery often follows a residential program, but sometimes is a first step in receiving treatment for

a dual diagnosis of substance abuse and mental illness. It’s a natural progression that is available on the Quabbin Retreat campus to prepare people for greater independence and connect them with local resources to help in their success.

Fulfilling a Promise to the community

The opening of McLean Naukeag at Prescott completes Phase 1 of the Quabbin Retreat’s 5-phase development to combat the opioid crisis in our community. Delivering on the promise of creating an innovative, community-owned solution, Quabbin Retreat is evolving to become the regional destination for care of adults and adolescents who are struggling with behavioral health and substance misuse problems.

The Dana Day Treatment Center treats substance misuse and mental health diagnosis simultaneously for more effective care. Pictured center is Program Supervisor Brian Gordon, MS, CAGS, LMHC.



“To see Phase 1 complete with both a successful day treatment program and residential center brings greater hope to many families who are suffering with the effects of a loved one’s addiction. Offering this level of care to people to begin the road to recovery in a setting close to home, supporting all the needs of the patient – clinically, socially and emotionally – is a giant step forward in facing the crisis that affects us all.”

Tim Sbrega and Kenneth Ansin, Co-chairs of the Quabbin Retreat Project, *Fulfilling our Promise*

Introducing McLean Naukeag at Prescott Center — The Residential Program at Quabbin Retreat

The residential program is staffed by the clinical experts who develop a personalized treatment plan for each patient. This structured, live-in program, supports people in reclaiming their independence from addictive substances, helps them learn to manage the stress of an active life without returning to drug and alcohol dependence, and to attain personal, career, and recovery goals.

In addition to medical leadership from McLean Hospital and Harvard Medical School, board-certified psychiatrists, licensed clinical social workers, registered nurses and expressive therapists is part of the multidisciplinary group. This highly trained and experienced team provides rapid, accurate diagnosis, thorough treatment planning, aftercare planning and high-quality care tailored to individual’s needs.

Program features include:

- In-depth individual assessment
- Group therapy
- Medication stabilization, evaluation, management and education
- Illness management
- Abstinence education
- Life skills education
- Aftercare assistance
- Relapse prevention
- Self-help meetings



Surgical weight loss has brought new experiences and adventures for Nelson and Cassy Clukey since they have lost more than 210 pounds together. Photo: Nancy Terlato

SURGICAL SERVICES FOR A HEALTHIER LIFE

Bariatric Surgery Center of Excellence at Heywood Hospital

Traveling together in good health

When Nelson and Cassy Clukey used to plan vacations or outings, they limited options based on the restaurants or where they could get the most food for their money. Today, food doesn't play a part in their travel plans. They're looking for new sights to see, destinations to explore and experiences that will add to their life – including day trips and adventures shared on their Harley-Davidson motorcycle.

In November 2017, Nelson and Cassy started a journey together to better health and weight loss. This new path was sparked when Nelson realized that if he wanted to

be part of his grandbaby's life, he would need to change his health. Following a heart attack a few years earlier, Nelson was 310 pounds and taking 22 medications a day. Today, he is 112 pounds lighter and needs only one medication daily.

Nelson scheduled a consultation with the Center for Bariatric Surgery and Weight Loss at Heywood Hospital. Cassy, a nurse, joined him to learn more about the program. They both discovered what the surgery could offer and how they could benefit from doing it together.

"Our success has been rewarding individually and as a couple," says Cassy.

"I feel healthier and better about myself. I have about 40 more pounds to reach my goal, but after 9 months on the program following surgery, I'm no longer winded by daily activities and I have much more energy. And we are really enjoying life, not just food, together."

Now they ride comfortably together on their motorcycle and find new things to do and see.

"It doesn't hurt to go and learn about your surgical options," advises Nelson who has encouraged family and friends to take their weight-loss seriously. "Go, ask questions and think about it. For me it's the best thing I ever did."

Building a history of success

Since opening in January 2017, the Center for Bariatric Surgery and Weight Loss at Heywood Hospital has helped more than 200 people to discover a healthier self. Like Nelson and Casey, those who have previously struggled with the challenges of weight loss found success in the support, resources and all-inclusive program at Heywood.

Certified as a Bariatric Surgery Center of Excellence

The Center for Bariatric Surgery and Weight Loss at Heywood Hospital earned a Certificate of Distinction by the Joint Commission on Accreditation of Healthcare Organizations. Certification demonstrates consistent, quality patient care and successful outcomes across all clinical areas related to the Center. The Joint Commission designation also grants approval for Medicare to cover the cost of procedures at that facility.

Opioid-free recovery

Controlling pain after surgery is a necessary part of care and recovery. With concerns around the use of narcotics and opioids, Heywood Hospital has taken a new approach to pain medication that has bariatric and colorectal surgery patients feeling better faster.

A new combination of medications before and after surgery as part of an Enhanced Recovery After Surgery approach, has significantly lowered the use of opioids in the hospital following surgery. And patients return home with pain comfortably managed by non-narcotic pain relievers instead. Even better, this new technique for managing pain and reducing nausea after complex surgery helps reduce complications and speeds healing.

With this combination, patients get back to feeling normal more quickly, and that has everyone feeling better.

Free Information Sessions in Gardner and Athol

Learn more about the options available for weight loss at an upcoming fall event. Please call (978) 630-6130 for more information about the next session or to speak with a Patient Advocate.

Colorectal screening

Colorectal cancer (cancer of the intestines and bowels) can be treated with high success and even prevented when detected early. That's why it is a recommended screening procedure for those ages 45-85.

With a colonoscopy, a physician examines the length of your lower intestine using a tiny camera at the end of a flexible scope. The procedure checks for abnormalities such as inflamed tissue, abnormal growths and ulcers. This screening is very effective at finding cancer in its early stages and in identifying and removing pre-cancerous growths before they cause a problem.

In 2018, the American Cancer Society made changes to its guidelines to begin screening in certain people under age 50.

Discuss when to begin colorectal cancer screening and how often to get screened with your health care provider.

New screening age recommendations for those at average risk:

- People at average risk of colorectal cancer should start regular screening at age 45.
- People who are in good health and with a life expectancy of more than 10 years should continue regular colorectal cancer screening through the age of 75.
- People ages 76 through 85 should make a decision with their medical provider about whether to be screened, based on their own personal preferences, life expectancy, overall health, and prior screening history.
- People over 85 should no longer get colorectal cancer screening.

Heywood Medical Group Surgical Specialties

Should your primary care provider recommend a specialist, the expertise of these physicians offer surgical and treatment-based care. When surgery is needed, these Heywood Medical Group specialty groups operate at Heywood and Athol Hospitals:

Heywood Gastroenterology 978-669-5522

Offering treatment and surgery for concerns related to the digestive system. Board-certified specialty trained surgeons bring their expertise to Heywood and Athol Hospitals.

Heywood Health Center for Women 978-630-5050

In addition to obstetrics care, two fellowship trained gynecology surgeons address reproductive health concerns requiring special treatment, monitoring or surgery.

Heywood Orthopedics 978-632-0800

Offering state-of-the-art joint replacement, surgical repair and non-surgical care for bone and joint health helps people return to active, pain free life and mobility.

Heywood Pulmonology 978-630-5011

Treating respiratory and lung conditions related to chronic and acute illness. Surgical procedures include bronchoscopy, lung biopsy and other diagnostic procedures and treatment.

Heywood Surgical Associates (978) 630-6130

Providing minimally invasive and traditional surgery for the treatment of many conditions on an emergency and scheduled basis to both Heywood and Athol Hospitals.

Heywood Urology (978) 669-5522

Treating conditions related to the bladder and urinary tract with surgical and non-surgical intervention and care.

WELCOMING NEW PHYSICIANS to Heywood Medical Group

Shawn Berkowitz, MD
Family Medicine – 978-297-2311
 Accepting New Patients

Dr. Shawn Berkowitz, Board Certified in Family Practice and Gerontology, has joined the care team at the Winchendon Health Center and is accepting new patients. A graduate of Cornell University and St George's University School of Medicine, Dr. Berkowitz has served as staff physician for the Central Massachusetts PACE program, Summit ElderCare, a division of Fallon Health, and as Clinical Assistant Professor in Geriatrics for the University of Massachusetts Medical School.



Jonathan Grogins, MD, FACOG
Obstetrics/Gynecology – 978-630-5050
 Accepting New Patients

Dr. Jonathan Grogins is a board-certified physician who is fellowship-trained in Obstetrics and Gynecology. He has joined Heywood Health Center for Women and is accepting new patients. He completed his residency in obstetrics and gynecology at UMASS Memorial Hospital and fellowship at SUNY Downstate, University Hospital of Brooklyn at Long Island College. Dr. Grogins received his medical degree from Boston University School of Medicine.



Alexandra A. Schultes, MD
Family Medicine – 978-827-5167
 Accepting New Patients

Dr. Alexandra Schultes is a board-certified Family Medicine physician who joined Ashburnham Family Medicine. She is accepting new patients for primary care. Dr. Schultes completed her residency at the University of Massachusetts Worcester Family Practice Residency Program and received her medical degree from the University of Massachusetts School of Medicine.



NEED A PHYSICIAN?

Visit heywood.org or atholhospital.org and click on Find a Physician or call the Physician Referral Line at (978) 630-6248



SAVE THE DATE OCTOBER 27 AT 9:00AM

Running for Mental Health

For more information or to register, visit heywood.org www.heywood.org/HH5K

The 3.1 mile family-friendly course will start and end at Heywood Hospital and is targeted to all fitness levels



Health and Wellness Programs

THESE CLASSES ARE HELD AT THE HEYWOOD HOSPITAL LIFE CENTER, 242 GREEN STREET IN GARDNER

GENTLE YOGA

Thursdays from 5:30-6:30pm, \$50 for six-week session or \$10 for drop-in

This class is designed to “de-stress” and release tension with gentle yoga moves. The program is designed for all fitness levels. Wear comfortable clothing and bring a mat and a water bottle.

JUMPSTART YOGA

Wednesdays from 6:00-7:00am, \$50 for six-week session or \$10 for drop-in

This early-morning class utilizes elements of Iyengar, Viniyoga, Vinyasa, Kundalini, Sivananda and Anusara. Discover your own experience in each centering, warm-up, and relaxation pose and develop greater alignment and a deep sensation through breath and movement. Wear comfortable clothing and bring a yoga mat and a water bottle. The class is appropriate for all levels of fitness.

PILATES

Tuesdays from 5:30-6:30pm, \$50 for six-week session or \$10 for drop-in

This body-conditioning routine increases circulation and builds flexibility, strength, endurance and coordination without adding muscle bulk. Wear comfortable clothing, bring a mat, water bottle, and a towel. Open to all fitness levels.

ZUMBA®

Mondays from 4:00-5:00pm, \$50 for six-week session or \$10 for drop-in

Zumba mixes low-and high-intensity moves for an interval-style, calorie-burning dance fitness party. It combines cardio, muscle conditioning, balance and flexibility. This class gives you at least 5,000 steps if you’re wearing a FitBit®! Bring a water bottle and wear comfortable clothing and athletic footwear. Zumba is appropriate for all levels of fitness.

CHILDBIRTH & PARENTING CLASSES

We offer a variety of classes and services to help you through your pregnancy and prepare you for parenthood. We recommend that you register for classes by the fifth month of your pregnancy. For more information or to register, call the LaChance Maternity Center at (978) 630-6216. **Class schedule subject to change. If inclement weather, class will be cancelled three hours before scheduled start time – please call ahead or visit our website.**

CHILDBIRTH EDUCATION

SATURDAY CLASS: Second Saturday every month from 9:00am-3:00pm. \$50 delivering at Heywood Hospital, \$80 delivering elsewhere.

EVENING CLASS: First and second Monday of the month (January, March, May, July, September and November) from 6:00-9:00pm. \$50 delivering at Heywood Hospital, \$80 delivering elsewhere.

Taught by certified Childbirth Educators, this class is designed for parents having their first baby. It covers breathing and relaxation techniques, how to recognize and cope with each stage of labor, as well as various options for pain relief.

CHILDBIRTH EDUCATION REFRESHER

Offered once bimonthly (February, April, June, August, October, December) from 6:00-9:00pm. \$40 delivering at Heywood Hospital, \$55 delivering elsewhere. Date announced at registration.

For those with previous childbirth experience, this class reviews breathing and relaxation techniques, signs of labor, sibling preparation and more.

INFANT/CHILD SAFETY AND CPR

SATURDAY CLASS: One Saturday every other month (January, March, May, July, September, November) from 9:00am-12:00pm. \$50 per couple, \$30 per person. Date announced at registration.

Recommended for parents, grandparents and anyone caring for an infant or toddler – even before your baby arrives. This program teaches you how to prevent injuries, basic safety, and the proper procedure for assisting a child who is choking or unconscious.

MEET THE DOULA

Fourth Monday of every month from 6:00-7:30pm. Free to patients delivering at Heywood.

Heywood Hospital offers a volunteer Doula program to enhance the comfort of our patients through continuous care for the laboring woman and her family. Learn about the benefits of a Doula, including a shorter labor, reduced need for pain medication and a decrease in C-section rates.

MOTHER AND BABY CLASS

First Thursday of every other month (January, March, May, July, September, November) from 6:00-8:30pm. \$20 delivering at Heywood, \$30 delivering elsewhere.

New mothers will learn what to expect during the first three months after their baby is born, including the post-partum period and newborn care.

PRENATAL BREASTFEEDING

Third Monday of every other month (January, March, May, July, September, November) from 6:00-8:30pm. \$20 delivering at Heywood, \$30 delivering elsewhere.

Discover the techniques to ensure a successful and rewarding breastfeeding experience. Topics include health benefits, positioning, how to know if your baby is getting enough milk, expression and storage of milk, and how to continue breastfeeding if you plan to return to work. *Recommended to take this class with evening childbirth education sessions.*



SIBLING CLASS

One Sunday every other month (January, March, May, July, September, November) from 1:00-2:30pm. \$15. Date announced at registration.

This class helps prepare children for the arrival of a new brother or sister. How babies are fed, diapered and cared for are some of the topics that are covered. Children are shown a brief movie and given a tour of the maternity unit so they can see where mom and the new baby will be once it is born. Includes a coloring book, crayons and cookies!



TOTAL JOINT SCHOOL: WHAT TO EXPECT WHEN HAVING A TOTAL HIP OR KNEE SURGERY

Morning and evening sessions available. Please visit www.heywood.org or call for dates and locations

Are you about to have a total hip or knee procedure? Join us for this informational session and have your questions answered about your operation and recovery plan. Presented by our Orthopedic Surgical Team. Coffee provided. For more information or to register call (978) 630-6839.

FREE SUPPORT GROUPS

HEYWOOD HOSPITAL

AA MEETING

Held on Tuesdays in the Community Education Room from 7:30-8:30pm.

BETTER BREATHERS CLUB

Meets the first Monday of every month (except January, February, July, August and September) from 2:30-3:30pm in the OBS Conference Room

This group provides support for patients and their families with breathing problems and lung disease. For more information call Pauline at (978) 630-6548. Co-sponsored by the American Lung Association.

BREASTFEEDING

Held the first Wednesday of every month from 10:00-11:00am in the Lactation Room

Local mothers share breastfeeding information and encouragement in an informal setting. Babies and breastfeeding are always welcome.

CANCER

Meets the fourth Wednesday of every month from 7:00-8:00pm in the Oncology Waiting Room

This group provides support for patients and their families through discussions with people with similar experiences. For more information call (978) 669-5642.

CAREGIVER

Held the first Wednesday of every month from 2:00-3:00pm in the Community Education Conference Room (dates and times subject to change)

The group is for family and caregivers of a person with Alzheimer's disease or dementia. For more information call Josh or Ann at (978) 630-6325. Co-sponsored by the Social Service and Geriatric Psychiatry Departments.

COMMUNITY BIRTH/LOSS

Held on the first Thursday of the month from 7:00-8:30pm at 101 Mechanic Street in Gardner

This group provides resources, understanding and acceptance to parents and their families and friends who have experienced miscarriage, stillbirth or the death of a newborn. Co-sponsored by Heywood Hospital, UMass Memorial Health Care and Milford Regional Medical Center.

HIV & AIDS: SUPPORT, EDUCATION, AND ADVOCACY

Meetings are scheduled on an as-needed basis – for more information call (978) 630-6490

The Infection Control department provides support, education and advocacy for HIV positive individuals and their families upon request.

LEARN TO COPE

Held on Tuesdays from 7:00-8:30pm in the the OBS Conference Room

This support network is for families dealing with addiction and recovery. For more information visit learn2cope.org or call (508) 738-5148.

NAMI CONNECTION RECOVERY

Held on Tuesdays from 7:00-8:30pm in Heywood Hospital Dining Room B

This peer-led support group is for adults who are concerned about their mental health. For more information call Cortney at (508) 331-2921.

SUBSEQUENT PREGNANCY

Held on the first Thursday of the month from 7:00-8:30pm at 101 Mechanic Street in Gardner

Pregnant or planning a pregnancy after a loss? Contact Claudia at (508) 835-4613. For more information call Carrie at (978) 571-9505 or Lori at (978) 928-1164.

SUICIDE SURVIVOR

Held on the second Wednesday of month at 6:30pm in the Community Education Conference Room

This group is for individuals who lost someone they know to suicide. All are welcome. For more information call 978-630-6166.

ATHOL HOSPITAL

ALANON

Meets each Monday in the Briggs Conference Room from 7:00-8:00pm

AUTISM CAREGIVER

Meets every fourth Sunday at 6:00pm in the Hillis Board Room. For more information, contact amanda.gallant@heywood.org.

BEREAVEMENT

Meets the third Wednesday of every month from 2:00-3:30pm in the Hillis Board Room

CANCER

Meets the first Wednesday of every month at 4:30pm in the Briggs Conference Room – for more information call (978) 249-1207

SMART RECOVERY

Meets the first and third Saturday every month at 10:00am in the Education Room

Learn a cognitive/rational approach to overcoming addictive behavior and maintaining abstinence.

OVEREATERS ANONYMOUS

Meets Thursdays from 6:00-7:00pm in the Briggs Conference Room

Members come in all sizes and there are no weigh-ins. Newcomers welcome.

SMOKING CESSATION/ QUITTERS WIN

Meets Mondays from 6:00-7:00pm in the Briggs Conference Room

This group offers advice and support that can make the difference for brave folks ready to quit tobacco. For more information, call (978) 249-3511.



MENder's

Held the first and third Wednesday of every month from 7:00-9:00pm in the Community Education Conference Room (Heywood) or on Mondays from 7:30-9:00pm in the Briggs Conference Room (Athol)

MENder's brings together guys facing similar issues including illness, anger, stress, substance abuse, relationship problems or major life changes. For more information please call (978) 630-6455 (Heywood) or (978) 846-8201 (Athol).

 **HOW QUESTION 1 IMPACTS YOU**

**VOTE
NO
QUESTION 1**

Keep your care local!

Question 1 on the November 6 ballot will impose rigid unwarranted nurse patient ratios (more rigid than the ratios imposed in California) that will impact your ability to receive healthcare in your own community, and place an incredible strain on our emergency departments, emergency service providers and inpatient units.

At Heywood Healthcare, ratios are determined based on a multi-disciplinary team review of each patient's needs which includes the bedside nurse's voice as the primary advocate and communicator of safety. This is a fluid process and is reviewed daily during a patient's stay. **Requiring a specific number of nurses to patients at all times adds unmanageable and irresponsible expenses to your healthcare.**

Heywood Healthcare is an A-rated Quality Healthcare Provider (Leapfrog 2018), Massachusetts has the 4th highest ranking hospital safety grade in the nation; while California, which this mandate is mirrored after, ranks 25th. This ballot will force Heywood Healthcare and several community hospitals throughout the state to evaluate service and unit closures, limiting your access to local healthcare services.

The Massachusetts Nurses Association (MNA) represents less than 25% of nurses statewide and none at Athol Hospital.

We believe that keeping community hospitals strong, benefits everyone, most importantly, our patients and our community.

LEARN HOW THIS WILL AFFECT YOUR ACCESS TO LOCAL CARE

For more information, please visit www.heywood.org/getthefacts

Don't let the state legislate your care. VOTE NO ON #1.