



Building Healthy Community Connections

ANNUAL REPORT 2016



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

Dear Friends of Heywood Healthcare,



As you look through our Annual Report for 2016, you will see that we have accomplished many of the goals we set to better serve our communities. We have expanded our services throughout the region and have enhanced our physician network and availability to provide primary and specialty care. We continue to address the most urgent health needs of our region by connecting the people in our communities to vital health services that impact the quality of their lives.

With three major capital projects getting underway across our campuses, the opening of new services in Gardner and Athol, and the construction of a covered parking solar panel project which will generate 30% of Heywood Hospital's electrical power, this is an exciting time for our healthcare organization and the patients we serve.

This is truly a new era of healthcare that propels us to think outside the box, and to look for new and innovative ways to bring services to our patients. From "accountable care" that revolutionizes the way we provide and get reimbursed for our services to the epidemic of opiate abuse, the nature of our business and the needs of our communities are ever-changing.

These factors underscore the importance of continued healthcare excellence and our exceptional patient experience, and compels us to prioritize and standardize our practices to improve quality and value.

From grassroots initiatives that bring care to our friends, families and neighbors where they live, work and learn to pioneering programs that improve access to behavioral healthcare and combat suicide, we must continue to fulfill our commitment to healthcare innovation by creating a system that connects strategically targeted care to the people that need it most – ensuring a healthier community for us all.

In Good Health,

Win Brown, MSB, MHA, FACHE
President & CEO

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Building Healthy Community Connections

It is imperative that we connect our communities with the care, services and programs they need by implementing innovative strategies that ensure vital, quality services are easily accessible throughout our region.

Ken Pierce - Chairman, Board of Trustees

Fulfilling Our Promise to Our Community Health

Our three Capital Projects, the Quabbin Retreat, the Athol Emergency Department and Medical Office Building, and the Heywood Surgical Pavilion, are substantially funded by our *Fulfilling Our Promise* Capital Campaign, which addresses some of the most essential community health needs of our region. By enhancing our ability to bring more services to our patients and our communities, these strategic investments will strengthen care delivery and are a testament to our promise and vision to be one of the best community health systems in America. We encourage you to help us deliver quality healthcare in our region for generations to come by participating in the *Fulfilling Our Promise* Capital Campaign.



Project Co-chairs Tina Sbraga and Kenneth Ansin



Project Co-chairs Doug Starrett, Cheney Castine and David Hillis

The Quabbin Retreat

The Quabbin Retreat is designed to be a premier regional destination for substance abuse and behavioral health treatment driven by the wide-spread needs of our region's communities.

In partnership with local stakeholders and leading providers, this 82-acre property and 75,000 square foot facility, will enable Heywood Healthcare to establish a continuum of programs for adults and adolescents, elevating the quality and caliber of care available in our region. Each program will address core mental health and substance abuse needs, be financially accessible to patients and provide comprehensive, coordinated care.

Today there are limited psychiatric and addiction resources available, resulting in long waits for treatment, counseling, residential and inpatient programs. The Quabbin Retreat will address these fragmented care issues by coordinating primary care across behavioral health services and increasing relevant programs for all generations.

Opening in early 2017, Phase One will begin with our outpatient Dana Day Treatment Center. Once complete in late 2017, Phase One will also include an adult residential treatment center. Subsequent services will include Phase Two – Adolescent Residential Treatment Center and Phase Three – Inpatient Adult Detox Unit.

Athol Hospital Center for Emergency Care and Medical Office Building

The *Fulfilling Our Promise* campaign will create a new Emergency and Outpatient facility. Meeting the emergency healthcare needs of over 11,000 Emergency patients annually in our undersized facility has resulted in over-crowding, long wait times and limited privacy.

The new Emergency Department will double the capacity of the previous space, providing 13 exam rooms, including eight private dedicated acute care rooms and five dedicated behavioral health rooms within a behavioral health suite, and a separate ambulance entrance. In addition, it will feature a new main lobby and covered entrance, a new diagnostic imaging center and two stories of Medical Office space.

This project will break ground in late Spring of 2017.



“By enhancing our ability to bring more services to our patients and our communities, these strategic investments will strengthen service delivery to our patients.”

Tina M. Griffin, DNP, FNP, Vice President, Patient Care Services & Chief Nursing Officer for Athol Hospital



Project Co-chairs Kenneth Tomasetti and Kenneth Pierce

Heywood Hospital Surgical Pavilion

The Surgical Pavilion at Heywood Hospital will add 22,000 feet to the current Surgical Services area and will feature four new Operating Rooms, two Minor Procedure Rooms, two Endoscopy Rooms, a Post Anesthesia Care Unit (PACU), Patient Preparation/Recovery Area and staff support space. Renovations to the current facility will create improved operating efficiencies and provide advanced technologies. As one of Heywood Hospital's most vital services, our new Surgical Pavilion will offer our patients a state-of-the-art surgical experience and will assist in the recruitment and retention of quality physicians for our region.

Today, the hospital performs 7,000 procedures annually, ranging from gastroenterology, orthopedic and endoscopy to colonoscopy procedures and bariatric surgery services. The design phase of the Surgical Pavilion project is scheduled to be completed in 2017.



Architect rendering of the Athol Hospital Center for Emergency Care and Medical Office Building

Going Green: Good for the Environment and Good for the Bottom Line

Healthcare is the most energy-intensive industry in our area. With facilities open 24/7 at Heywood Hospital, leadership has responded to this challenge by promoting environmental quality, saving a lot of “green” in the process.

Perhaps it’s more than a coincidence that Heywood is based on Green Street in Gardner! The latest in a series of green initiatives implemented over the last several years, the solar panel project is designed to be kind to the environment and the bottom line. This unique effort features a solid canopy with solar panels above 350 parking spaces. Not only does this protect patients, visitors, and staff from the elements, but it also supplies 30% of the total power needs...cleanly and efficiently.

“Our vision is to be good stewards of the environment as well as good financial planners,” explains Mike Grimmer, Vice President of Support Services at Heywood Hospital. “By taking advantage of rebates offered by the utility companies, we are able to continue to upgrade systems on an ongoing basis and realize excellent return on our investments.” Over the last five years, Heywood has reduced total utility costs (for electricity, gas, oil, and water) by 17%, resulting in \$400,000 in annual savings.

Examples of Heywood’s environmental initiatives include:

- **Flooring.** Thousands of square feet of original vinyl flooring that contained asbestos have been replaced with Nora rubber flooring, an environmentally friendly product, requiring less cleaning solvents and lower maintenance costs.
- **Kitchen.** Heywood’s former kitchen, with electric stoves that operated all day, were converted to a gas system to save energy and improve air quality compromised by the previous ventilation vents. The original disposal system involved the daily draining of 100 pounds of food, resulting in clogged pipes — leading to thousands of dollars for frequent repairs — as well as tons of waste shipped to the area’s water treatment plant. Last year, Heywood and Athol Hospitals installed state-of-the art machines to grind the waste and transform it into compost available for gardens, not landfills.
- **Heating/cooling.** Oil burners are being converted to cleaner, more efficient natural gas. In addition, Variable Frequency Drive motors have replaced outdated systems that were needlessly operating around the clock.
- **Recycling.** In 2012, Heywood Healthcare converted to “single stream recycling,” creating an easier way to recycle paper, bottles, and plastic in the kitchen and in bins throughout our facilities. Heywood also participates in an electronics recycling program with Office Max, involving remanufactured printer toners, resulting in \$45,000 annual savings.
- Ongoing initiatives include the work of Heywood’s Green Team, Earth Day events, Farmers’ Markets onsite and Housekeeping’s clean chemical use.
- Future plans call for boiler room upgrades and other system-wide enhancements.

Heywood staff takes pride in furthering the organization’s role as an environmental steward and pioneer. “It’s easy to be green when you see all the benefits for our healthcare system and the environment. It’s the gift that keeps giving,” said Grimmer.





Aerial shot of solar panels at Heywood Hospital

Reaching Out to At-risk Youth in Our Communities

“Heywood Healthcare is keenly aware of the significant mental health and socio-economic factors that affect the health of our communities and has made it a priority to dedicate significant resources to help those at-risk, including hundreds of local students,” says Dawn Casavant, who serves as Vice President of External Affairs and Chief Philanthropy Officer, as well as Executive Director of Heywood Healthcare Charitable Foundation. Casavant sees Heywood as the “quarterback” for several critical community-based initiatives.

Casavant’s team works with numerous professionals and volunteers, along with the support of what she calls an “offensive line” and “special teams,” such as Heywood’s suicide prevention, backpack food program, and CHART (Community Hospital Acceleration Revitalization Transformation) programs, along with the schools, primary care practices, and local nonprofit organizations and coalitions, such as the North Quabbin Community Coalition and CHNA 9 (Community Health Network Area 9). She says, “We all come together to coordinate services, educate community members, and provide care where it’s needed most.”

Casavant and her colleague, Mary Gianetti, both experienced fundraisers and grant writers, have been responsible for Heywood Healthcare being awarded key grants from the Health Policy Commission (HPC). Part of a grant provides for a unique, school-based program in which specially trained care coordinators connect with adolescents in seven area schools, offering them resources and support for behavioral health services, provided on-site, and other family-related services. Over the past three years, over 800 students have received on-site mental health counseling and more than 1,200 families have been connected to community-based resources.

Through another HPC grant, Heywood is now expanding an innovative telehealth program connecting adolescents with mental health specialists, now underway in the Mahar and Narragansett School Districts. North Central Massachusetts has limited access to psychiatric services, and tele-mental health services expand and expedite access to experienced professional counseling via this advanced telecommunication technology.

Examples of other ongoing and evolving Heywood and Athol programs targeting young people include:

- **Zero Suicide Project.** The foundational belief of Zero Suicide is that suicide deaths for individuals under care within health and behavioral health systems are preventable. A systematic approach to quality improvement in these settings is necessary.
- **Youth Suicide Prevention Program.** Heywood has developed the youth suicide prevention program to foster awareness and promote prevention through a peer-to-peer approach.
- **Weekend Backpack Food Program.** Provides 250 elementary school students with healthful food each week to supplement weekend meals.
- **Nutrition and Fitness.** For second-graders and kindergarteners, with programs including *Off Your Rockers* and *Project LEAP*.
- **Quabbin Retreat.** An addiction treatment facility, with the Dana Day Treatment opening in Spring 2017, later phases will include adult and adolescent behavioral health and inpatient detox services.

Over the past two years, the Heywood Healthcare Charitable Foundation has awarded over \$230,000 to nonprofits to improve access to behavioral health services and address “social determinants,” which can impede access to healthcare and social services.

Casavant is actively planning fundraisers and looking for new sources of funding. “We have a lot of balls in the air, but we’re always looking for promising new strategies,” she says. “We have a passionate and dedicated team who are committed to serving our vulnerable populations. The needs in our region are enormous, and we are fortunate for the generosity of our communities, the support of our legislators, and our successful track record in securing grant funding to introduce and expand critical services and programs.”





Teens Helping Teens: Youth Suicide Prevention Project

The Youth Suicide Prevention (YSP) project works with Gardner Public Schools to raise awareness of suicide risk and prevention in our region. This group of teens work to provide information about youth suicide prevention to their peers and school administrators in a safe, open and friendly environment.

Working with Gardner High School and the Gardner Academy for Learning and Technology students and administration, the goal of the YSP group is to shape the future of suicide prevention in our community by relating directly to at-risk students. The group focuses on positive relations, safe talk, and creating a safe culture among their peers. While the students themselves do not provide crisis management, they offer access to a variety of resources and services that could make all the difference to a teen dealing with depression or thinking about suicide.

Through a variety of community projects, the group helps raise awareness of the risk factors and warning signs of suicide, including depression, withdrawal from family and friends, drastic or risky behavior, changes in appetite, changes in sleep habits or personal appearance, episodes of prolonged sadness, crying or hopelessness, evidence of physical or mental abuse, bullying or substance abuse.

In addition to providing essential resources for at-risk youth, the YSP helps to create awareness of ways in which we can help teens who are suicidal, including suicide gatekeeper training and effective methods of communication.

For more information on the YSP group or for additional resources, please visit suicidepreventiontaskforce.org/youth.





Outreach Nurse Making a Difference: Direct Care Where It's Needed Most

“Seek out those in need by being in the community, and stress the importance of prevention by teaching people how to promote their own health.”

This vision, articulated in 1893 by Lillian Wald, the country's first Public Health Nurse, still rings true today at Athol Hospital.

“We've seen dramatic changes in healthcare through the years, but our basic mission of community outreach hasn't changed,” says Pamela Jobst, RN. Jobst, who started working at Athol Hospital more than 30 years ago, now serves as Athol Hospital's Community Outreach Coordinator, Public Health Nurse, HIV/AIDS Resource Nurse, and transition coach.

Key to her approach is making direct visits and contact with community members and patients, many of whom have limited access to transportation in the hospital's nine town service area. In addition to home visits, Jobst is a neighborhood fixture at senior centers, area schools, the Board of Health, YMCA, Salvation Army, and civic associations. This flu season, she provided influenza immunizations with the Athol Board of Health. You will find her at community flu clinics and local police and fire departments as well as blood pressure clinics. All this, provided at no or minimal cost to patients.

Her role is unique in the area, and she customizes her services based on the unique needs of those she sees. She assesses the appropriate level of care, provides resource material, counsels about prevention, and makes necessary referrals, helping people find rides, navigate through complicated insurance matters, and more.

“Education is critical to motivate people to advocate for themselves,” Jobst explains. “Sometimes, it's as simple as guiding patients who may be in denial or are afraid to ask the right questions of their doctors.”

As needed, she is out in the community speaking about issues like stroke, heart health, nutrition, Lyme disease, influenza, handwashing, skin cancer, lice, and healthcare careers. And of course, substance abuse has been a huge priority in recent years. Jobst serves on the North Quabbin Community Coalition Substance Abuse Prevention and Children's Health & Wellness Task Forces, the Opioid Task Force of Franklin County and The North Quibbling, the YMCA Diabetes Prevention Program, the Greater Quibbling Food Alliance, the Athol Local Emergency Planning Committee, and on numerous boards.

She stresses the need to be flexible. Most recently, Athol Hospital started a transitional care program for patients who have chronic, under-treated conditions and are otherwise not eligible for home care. Program goals are to reduce hospital readmission rates and provide a seamless transition of care, including services for post-joint-replacement patients. Jobst serves as the program's official “transition coach” and makes home visits as needed.

“It's great to have such an extensive network in the community,” says Jobst. “My experience is a big plus, but every day is a new adventure, and you have to be ready to respond in a proactive and non-judgmental way. Our communities have significant needs, and people can fall through the cracks. My job is to catch them.”

Suicide Prevention Task Force: Preventing Suicide, Providing Hope

Over 40,000 Americans commit suicide every year. Closer to home, economic challenges often increase levels of depression and the holidays can be particularly dark times for at-risk individuals. But through education and community support, there is hope, with the Montachusett Suicide Prevention Task Force serving as a beacon.

In 2011, the Department of Public Health (DPH) recognized that the North Central Massachusetts region needed a program to address the impact of those killed by suicide and the loved ones left behind. Launched in Gardner and spearheaded by Heywood Healthcare, the Task Force now serves 22 communities with 120 volunteers, many of whom have directly been affected by suicide. The group is supported by DPH, local district attorneys and regional school districts.

Services include counseling, training, resources, referrals, and advocacy, with programs specifically tailored to community needs. One example is the MENders support group which focuses on one of the highest subsets of suicide in the region, bringing together 18-80-year-old men facing similar challenges. The Task Force also serves other groups, including Vets to Vets, Suicide Survivors, Learn to Cope, NAMI Connection Recovery, and the Military Family Support Group.

“These groups have helped many people by giving them safe and productive support. They have truly filled a void in our community,” says Nora Salovardos, Heywood Healthcare’s Director of Behavioral Health and Co-Chair of the Montachusett Suicide Prevention Task Force.

A key objective is to identify suicidal thoughts such as hopelessness, self-loathing, and mood swings — and then teach what to do when confronted by these signs. “We strive to educate everyone and engage more conversations. When talking with suicide survivors, one thing I hear again and again is, ‘If only someone had asked me if I was okay, I wouldn’t have done this,’” says Barbara Nealon, Heywood Healthcare’s Director of Social Service and Multicultural Services and Task Force Co-Chair.

As the Task Force begins its fifth year, Heywood Healthcare looks forward to launching innovative, new initiatives that address the overwhelming need for behavioral health and addiction treatment resources. In Spring 2017, Phase One of the Quabbin Retreat in Petersham opens with the Dana Day Treatment Center providing intensive outpatient, adult behavioral health and addiction treatment services. Adult residential care is slated to open later in the year. In addition, the Quabbin Retreat will feature the Enjoy Life Community Project, which will encourage engagement with the community and nature; TheraPaws, which will offer specially trained dogs for comfort; an outdoor Nature Path; and a Healing Garden.



*Barbara Nealon, LSW, FAPA, SWAC, CDVC, CFSW, CMC
and Nora Salovardos, RN, MSN*



Heywood Events Raise Funds to Support Mental Health Efforts



Healthy Harvest 5K

The fourth annual event, held on November 5, 2016, drew over 150 walkers and runners and was supported by many area organizations, including the presenting sponsors: Baldwinville Skilled Nursing and Rehabilitation Center, Gardner Rehab and Nursing Center, Coverys, Fallon Healthcare, HUB International Limited, and Fidelity Bank's SHINE Initiative. The Healthy Harvest 5K raised \$14,000 to expand our community-based mental health and suicide prevention efforts. The 2017 Healthy Harvest 5K is scheduled for Saturday, November 4th.

Ride of Your Life

The fourth annual Ride of Your Life: Motorcycle Ride for Suicide Prevention attracted 200 riders to the 60-mile ride, which goes throughout North Central Massachusetts. Riders and families enjoyed a BBQ lunch, door prizes, and auctions. Next year's Ride of Your Life will take place on August 21, 2017 at Monty Tech High School in Fitchburg at 8:00 a.m. For registration, visit suicidepreventiontaskforce.org.

If you are contemplating suicide or if you believe someone you love may be, please call the toll-free National Suicide Prevention Lifeline at 1-800-273-TALK (8255), 24 hours a day, 7 days a week. For additional information on these programs, visit suicidepreventiontaskforce.org.





Pictured left to right: James Meehan, Ted Ledgard and Theresa Thompson

The Weekend Backpack Food Program: Feeding Students So They Are Hungry to Learn

About two-thirds of the students in Gardner schools qualify for free or reduced-cost lunches. But what happens when the students go home for the weekend? Their families — many of whom are living under the Federal poverty level — may not have adequate food provisions. Responding to this challenge in 2014, Heywood's Philanthropy Office reached out to the Gardner Rotary Club, Gardner Public Schools, and the Gardner Community Action Committee. Based on a needs assessment, a pilot weekend food backpack program was launched to benefit the most at-risk kids in the area: third-graders at the Helen Mae Sauter Elementary School in Gardner. The premise of the program is simple: Friday afternoons, students receive nutritious food in their draw-string backpacks, which they take home to supplement weekend meals with their families. On Monday mornings, they return to school and bring their empty backpack, so it can be filled again the next weekend.

But who would run this program, and how would it be sustained?

Enter Theresa Thompson. At Heywood, she is a full-time Manager of Physician Recruitment, but that's just part of the story. When she's not running 12 miles several days a week, she's running around the community as the volunteer coordinator of the backpack program. Thompson, who starts her day at 4 a.m., is pleased to set aside time to run the backpack program.

"I'm always looking for the most economical food that is also good for you," says Thompson. So, she constantly scours fliers from area grocery stores, looking for the best sales. Every week, she buys non-perishable items in bulk, typically pasta, sauce, cereal and rice. She hauls away about 1,000 pounds of food, which she stocks on shelves in a local pantry. Then she fills about 200 backpacks for the students to bring home to their appreciative families.

"The program keeps growing," says Thompson, "but so do the needs in our community." The program started with 60 students and has more than quadrupled in size.

Based on the success in Gardner, other school systems are adopting this model. Last year, the program expanded to the Athol-Royalston Regional School District with the support of the Athol/Orange Rotary Club, where Rotarians Jim Meehan and Ted Ledgard personally pack 50 backpacks weekly. "This cause is close to my heart," says Meehan. "We have a responsibility for the health and welfare of our communities, and the Weekend Backpack Food program addresses the most basic needs of our most vulnerable residents – our children."

"It costs about \$1,000 per week to sustain us," Thompson says. "We rely on the generosity of our Winter Affair attendees, a Heywood event that benefits the Backpack Program, and the support of local organizations and individuals. We also plan fundraisers along with the Rotary Clubs."

What's most gratifying to Thompson is the feedback she receives from teachers and parents who say what a difference the program has made in their lives. Students are proud to contribute to their home and parents are grateful for the supplemental meals.

"We need to help more students who are under-served and under-fed," she says. "One-hundred percent of the donations we receive go directly to where they're needed most...into the backpacks of deserving kids."

The Heywood Healthcare Charitable Foundation: Giving Back to Our Communities

Established in 2013, the Heywood Healthcare Charitable Foundation raises and distributes funds annually to address the healthcare needs of the region. The Foundation expects to award annual community grants and will continue to raise funds to support critical community initiatives.

The Heywood Healthcare Charitable Foundation awarded over \$100,000 in grants to 11 local agencies in 2016 in support of initiatives that focus on the unique health needs of the communities.

“It’s incredibly rewarding to present these organizations with funding for these critical initiatives,” stated Dawn Casavant, Heywood Healthcare’s Vice President for External Affairs and Chief Philanthropy Officer, who also serves as the Executive Director for the Charitable Foundation. “Although we could not fund all requests, the Community Investment Committee is confident that these projects will have a positive impact on the health and wellbeing of our region.”

Interested in supporting the Foundation? Please contact Dawn Casavant at (978) 630-6431 or dawn.casavant@heywood.org.

Community Investment Committee

Rebecca Bialecki	Marilyn Malik
Richard Cella	Barbara Nealon
Joanne Davidson	Chelsey Patris
Adrian Ford	Amy Sanden
Brad Heglin	Phil Wood
William Kessler	Shelly Yarnie (DPH)

GRANT INITIATIVES FUNDED IN 2016

Our Father’s House

Supporting a part-time Street Outreach worker to engage and assist chronically homeless individuals in the Heywood Healthcare service area.

Seeds of Solidarity

Wishing to ‘awaken the power among youth, schools and families to Grow Food Everywhere to transform hunger to health, and create resilient lives and communities.’ Their grant will develop and implement therapeutic gardens at the Quabbin Retreat.

The Village School

For renovation of facilities which will enable expansion of their successful pilot program, “Skills-for-Life”, providing a series of learning opportunities for 25-50 year old rural adults.

YOU, Inc.

Expand the position of Prevention Specialist, which provides support to families with immediate needs, creates plans to stabilize families for long-term, and provides workshops and support groups to educate parents.

Gardner Middle Schools

Supply the schools’ Mindfulness Project.

Community Health Connections, Inc.

To expand office-based opioid treatment at the Greater Gardner Community Health Center.

GAAHMA Inc.

Fund, purchase and implement a cloud-based system to effectively manage client records.

North Quabbin Community Coalition

Provide staff hours for the Jail to Community Task Force which supports men returning to the North Quabbin area after being incarcerated.

The United Arc

Supporting the “Healthy Families Living Well” 10-week program providing education and support to parents with a physical, mental or cognitive disability to aid in living healthier lives.

National Alliance on Mental Illness (NAMI) North Central Massachusetts

Provide training for “In Our Own Voice” presenters and free presentations by two people living with serious mental illnesses who share their journeys.

Mission E4

Focuses safe and fun environments to youth, especially at-risk youth, from grades 6-12.

HEYWOOD CHARITABLE FOUNDATION AWARDEES 2015

The People’s Place

Tobacco Cessation with Telephone/ Text Messaging Support

North Quabbin Mediation Services

Mediation to Mitigate Childhood Trauma

National Alliance for Mental Illness

Connection Recovery Support Group, Peer to Peer Education Program

North Quabbin Community Coalition

Support Substance Abuse Prevention Task Force activities

Athol YMCA

Substance Abuse Prevention, Education, Awareness Program “All Stars”

HOPE

Development of a Teen Center, grade 9

Athol Hospital

Emergency Services

AED Foundation

Making Change Evidence-based Substance Abuse Support Program (Ages 14-21)

GAAMHA Inc.

Increasing safety and security of intellectually and developmentally disabled individuals with visual documentation providing training opportunities to improve interventions

Gardner Public Schools

PBIS Implementation - Tier 1 and Tier 2 training and materials necessary for implementation

The Minority Coalition

Asset mapping at Olde English Village, establish a Gardner-based Minority Coalition Leadership Council

North Quabbin Citizen’s Advocacy

12-15 new advocacy relationships and support of the 80+ existing participants aggressive outreach campaign



2016 Grant Awardees and Community Investment Committee Members

Heywood Healthcare Milestones

**JAN
15
2016**

Urgent Care Center Opens in Gardner

The new center offers walk-in treatment for everyday illness and injury, including cuts, sprains, fever, sore throats, ear aches and cold symptoms, with no appointment required. Heywood Urgent Care, a service of Heywood Medical Group, offers an experienced staff of physicians, nurse practitioners and physician assistants seven days-a-week to provide quality care and convenience.

**APR
30
2016**

Community Stroke Awareness Event

Dr. Shashidhara Nanjundaswamy is a Reliant Medical Group physician, specializing in Neurology and practicing in both Leominster and Worcester.

A member of the Alpha Omega Alpha honors society, Dr. Nanjundaswamy is board-certified in neurology. He is also subspecialty certified in neuromuscular disorders and vascular neurology. He helps patients deal with all kinds of neuromuscular disorders such as neuropathies, myasthenia gravis, as well as stroke, TIA, vascular malformations, and other problems related to the vascular system of the head and neck. He is also fellowship-trained in neurology of aging and dementia, and helps many patients suffering from Alzheimer's disease and other dementias.

**APR
29
2016**

Heywood Hospital Earns "A" Spring Safety Score

New Hospital Safety Scores, which 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. healthcare system, were announced today by The Leapfrog Group, a national patient safety watchdog. Heywood was one of 798 hospitals to receive an A, ranking it among the safest hospitals in the United States. Hospitals throughout the country were surveyed from April 1, 2014 to March 31, 2016.

**MAY
12
2016**

Heywood Healthcare Hosts Blue Zones Presentation on the Secrets to Longer, Healthier Lives

Heywood Healthcare hosted Tony Buettner of Blue Zones®, where he shared global research focusing on the nine essential lifestyle elements of people in areas with high rates of longevity. His presentation was followed by a Q&A session on the potential to implement those strategies in our region.

This free community event, hosted at The Quabbin Retreat in Petersham, brought in a group of 75 local leaders and residents. Refreshments were served, including several appetizers from the Blue Zones website and book.

**MAY
23
2016**

Win Brown and Athol Hospital Receive Innovator's Award

Win Brown, President & CEO of Heywood Healthcare, received the Innovator's Award from the Greater Athol Area Advocates for Families with Special Needs (GAAAFSN, a program of the United ARC) on Friday, May 20 for Athol Hospital's work ensuring high quality healthcare for all in the North Quabbin Region.

**JUNE
14
2016**

Heywood Hospital Aid Association Pledges \$75,000 to Capital Campaign

The Heywood Hospital Aid Association has pledged \$75,000 to Heywood Hospital and Heywood Healthcare's 'Fulfilling Our Promise' Capital Campaign over the next three years. The Hospital Aid Association has already donated \$30,000 toward that goal so far in 2016.

**JUNE
20
2016**

Annual Heywood Golf Classic Raises \$100K for New Surgical Pavilion

Heywood Hospital's Golf Classic, held on June 20th at Oak Hill Country Club in Fitchburg, raised \$100,000 which will support Heywood Hospital moving forward with its most significant construction project since the Watkins Building, the full-scale design of a new Surgical Pavilion, to replace the current operating rooms, designed and built in the 1960s. To keep pace with the latest technology and equipment, the Surgical Pavilion will allow Heywood Healthcare to grow and enhance services as well as continue efforts to recruit the most skilled physicians and clinicians to the region.

**JUN
21
2016**

Heywood Hospital Receives Award for Greatest Improvement in Stroke Care Measures

Heywood Hospital received the Coverdell Greatest Increase in Dysphagia Screening Award for small volume hospitals from the Paul Coverdell National Acute Stroke Program at the Massachusetts Department of Public Health (DPH). The Paul Coverdell National Acute Stroke Program is a Centers for Disease Control and Prevention (CDC) funded quality improvement collaborative administered by the DPH, that supports Primary Stroke Service hospitals. This award recognizes the hospital, with a small stroke volume, which had the greatest improvement on performance of dysphagia screening on stroke patients from January 2016-December 2016.

**AUG
10**
2016

Annual Athol Hospital Golf Classic Raises \$42,000 for Construction of New Emergency Department

Athol Hospital's Golf Classic, held at the Ellinwood Country Club in Athol, raised \$42,000 which helped the Hospital to move forward with the construction of a new Emergency Department and Medical Office Building, addressing significant space constraints and providing patients with the highest quality emergency, behavioral health, and primary and specialty healthcare, in a state-of-the-art setting.

**AUG
22**
2016

Healthcare Partners and HelpPRO Team Up to Develop Innovative Tool for Region

The Regional Behavioral Health Collaborative, under the leadership of Heywood Healthcare (Heywood and Athol Hospitals) and HealthAlliance Hospital, in partnership with other healthcare, mental health and community service organizations in the region, has developed an online resource tool, the North Central Massachusetts Community Resources Finder, for all providers and clients in North Central Massachusetts and the North Quabbin Region.

**SEPT
20**
2016

Annual Diabetes Health Fair

Heywood Healthcare hosted its Annual Diabetes Health Fair at Mount Wachusett Community College. This fair offered all an opportunity to learn about diabetes, including the newest methods and tools for managing the disease. Attendees spoke one-on-one with healthcare professionals that specialize in the treatment of diabetes, and learned about the best foods to include in a healthy diet.

**NOV
2**
2016

Heywood Hospital Earns "A" Grade for Patient Safety in Fall 2016 Leapfrog Hospital Safety Grade

Leapfrog Hospital Safety Grades assign A, B, C, D and F letter grades to hospitals nationwide and provide an excellent overview of patient safety in the U.S. Heywood Hospital was one of 844 hospitals nationwide and 31 hospitals in Massachusetts to receive an "A", ranking it among the safest hospitals in the United States.

**NOV
5**
2016

The Fourth Annual 'Healthy Harvest 5K' Raises Funds for Mental Health Initiatives

Nearly 150 area runners and walkers participated in the 4th Annual Heywood Healthcare Healthy Harvest 5K Run/Walk.

The three mile family-friendly course started and ended at Heywood Hospital and was targeted to all fitness levels. Adults had the option to walk or run the course, and kids (up to age 7) competed in our special one mile youth run (ages 8-10) and Story Book Tour. Attendees also had the opportunity to test their skills in the Fitness Challenge.

**NOV
15**
2016

Free Public Flu Clinic

Heywood Hospital hosted a Free Flu Clinic, open to all members of the community. Free flu vaccines were distributed to over 100 adults and canned and non-perishable food collected was donated to the Gardner Food Pantry.

New in 2017

Center for Weight Loss and Bariatric Surgery Opens at Heywood Hospital

At the Center for Weight Loss and Bariatric Surgery, patients have the support of our multidisciplinary team every step of the way. Our experienced team of medical, behavioral, nutrition and fitness specialists is bariatric-trained and work one-on-one with each patient to create a program that fits their needs. Our care team is dedicated to providing an understanding, supportive, environment that helps patients live a healthier life by losing weight and keeping it off long-term.



Our comprehensive program is led by Heywood Healthcare's Chief of Bariatric Surgery, Nari Sabeti, MD. Fellowship trained in Minimally Invasive Surgery and Bariatrics at Tufts University School of Medicine, Dr. Sabeti is a highly skilled laparoscopic and bariatric surgeon who has performed more than 1,000 successful bariatric surgeries during her medical career.



The Center for Weight Loss and Bariatric Surgery is directed by Marybeth Sherrin, LMHC, a Harvard trained behavioral health professional and co-author of "The Hungry Head" (available on Amazon), with more than 15 years experience specializing in the needs of bariatric patients.

Free informational sessions are offered monthly at Heywood Hospital. These sessions, led by Dr. Sabeti, offer an overview of procedures offered, help prospective patients determine if they qualify for surgery and answer any questions associated with our bariatric weight loss program.

For more information, visit heywood.org or call (978) 630-6130.





Tully Family Medicine and Athol Walk-in Care Center

Heywood Healthcare is committed to providing access to high-quality, convenient and affordable medical care in the North Central and North Quabbin communities. In January of 2016, Heywood Urgent Care opened its doors in downtown Gardner. It offers walk-in treatment for everyday illness and injury, including cuts, sprains, fever, sore throats, ear aches and cold symptoms, with no appointment required.

Coming in the summer of 2017, Heywood Healthcare will open a new Walk-in Care Center in the Market Basket Plaza in Athol. This building will also serve as the new home for Tully Family Medicine, currently located in Phillipston.

“Heywood Healthcare is excited to bring walk-in care services to our community,” said Win Brown, president & CEO. “Our Athol walk-in care center will provide services to those in our region when there’s an unexpected illness or injury, and our extended and weekend hours will provide needed care outside of normal primary care physician office hours. I am pleased that we will soon be able to offer this convenient and needed service to the Quabbin Region.”

Occupational Health Program Expands

Heywood Hospital’s Occupational Health Program offers comprehensive services to companies that want to improve the health, safety and productivity of their employees.

We focus on prevention and early intervention, and can tailor a medical program that fits your company’s specific needs.

Our services include:

- Physical exams and medical evaluations
- D.O.T. physical exams and drug screens
- Immunizations
- Hearing screenings
- Drug screenings



At Heywood, our Occupational Health staff takes pride in the strong relationships we build with employers and their employees. Our primary goals are to provide our clients and their employees with comprehensive services and coordinated care from beginning to end. We focus on injury prevention and early treatment intervention and provide reliable, prompt and courteous medical care through timely and direct communication.

To learn more, please call (978) 630-6565.

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Pictured left to right: Ron Ladeau, Jeannie Sanborn, Judy Tanguay-Dickman, Chris Desreuisseau, Robbie Lajoie, Win Brown, President & CEO, Alice Hardy, Ann Abare and Karen Millett.

SERVICE AWARDS

In 2016, 179 employees were recognized to celebrate their collective 2,660 years of work at Athol and Heywood Hospitals. Employees were recognized in five year increments, from five to forty-five years of service.

Candi Hoag and Jeannie Sanborn celebrated 40 years at Heywood Hospital while Chris Desreuisseau received recognition for 40 years at Athol Hospital. Ann Abare, Alice Hardy, Ron Ladeau, Robbie Lajoie, Karen Millett and Judy Tanguay-Dickman all celebrated 45 years of service to Heywood Hospital.

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1. Excellence in and Commitment to Direct Patient Care
Christina Baldini, RN – Geri Psych
2. Excellence in Personal Professional Development
Jessica Desrosiers, RN – Watkins 1
3. Excellence in the Promotion of a Professional Nursing Image
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4. Excellence in Community Involvement
MaryEllen Alty, RN – Maternity/OBS
5. Win Brown with James A. Faust
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| March – Marissa Torres, Marketing/PR | September – Nancy Leveille, IS/Pharmacy |
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| June – Peter Onischuk, EVS | December – Danielle Berger, Heywood Surgical Associates |





Picture back row, left to right: Bruce Bertrand, MD, Robert Crosby, Win Brown and Rose Kavalchuck. Front row, left to right: Dawn Casavant, Rebecca Bialecki, Tina Griffin, Carol Roosa, Tina Santos, Michael Grimmer and Sari Miettinen, MD

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Heywood Healthcare Quick Facts

HEYWOOD HEALTHCARE		Athol Hospital employees	189
Net revenue	\$147,809,515	Heywood Hospital employees	968
Total expenses	\$146,789,827	Heywood Medical Group employees	158
Operating profit	\$1,019,688	Athol Hospital Medical Staff	90
		Heywood Hospital Medical Staff	158



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