

HARRINGTON

HealthLines

Harrington
HEALTHCARE SYSTEM
Total Local Care



Volume 39

News for the Extended Harrington Family

April 2011

MOORE NOTES



Increasing Efficiency While Maintaining High Quality Care

We have joined with 27 other healthcare systems, representing more than 100

hospitals throughout New England, to do joint purchasing of some of our supplies. We believe this will be an effective way to lower our costs while still maintaining the highest standards of patient care.

At Harrington HealthCare System, we're always looking for ways to do our jobs better, to be more efficient or to find equipment or methods that will bring in cost savings without cutting back on care.

Another way we will be reducing costs is by cutting back on the number of paper copies of this newsletter, since most of you receive this now through e-mail. We'll still have copies in the Harrington and Webster lobbies and elsewhere for members of our Harrington Family who don't receive *HealthLines* through e-mail.

Finally, we will achieve significant savings through a review of our printer/copier system.

Sincerely,

Ed Moore, President & CEO



— All Smiles —

Harrington HealthCare was proud to celebrate Doctor's Day Wednesday, March 30, at the Harrington HealthCare at Charlton building to honor and appreciate our growing list of medical staff who care for our patients and community every day. A magician entertained the crowd while gourmet pizza was served. Above, Harrington Hospitalist **Tal Temple, M.D.**, left, gets to know **Dr. and Mrs. Charles Sommer**, an Orthopedic Surgeon. ■

Harrington to Manage Webster Campus an Additional 8 Years

Harrington HealthCare executives will meet with Congressman Richard Neal, state legislators, local officials and Hubbard Health Systems board members on Friday, May 20, to affirm Harrington's commitment to manage Harrington HealthCare at Hubbard at least through the year 2019.

The commitment means that residents of Webster and surrounding communities will continue to have a vibrant, comprehensive outpatient facility anchored by a 24/7 Emergency Room that is nearby and convenient to access.

Harrington formed Harrington HealthCare at Hubbard, on the site of the former Hubbard Hospital in Webster, in May 2009. In addition to an around-the-clock Emergency Department, the Webster campus also includes Radiology, Cardiopulmonary, Same-Day Surgery, Laboratory, Sleep Lab, Primary Care and Specialty Care Physicians and a Physical Therapy campus nearby on Cudworth Road.

"We are proud of what we have accomplished in the last two years," said Harrington HealthCare President and CEO **Ed Moore**. "It is our mission to provide our trademark TLC – Total Local Care – to our patients. The extension of our lease in Webster allows us to offer quality healthcare to residents in Webster, Dudley, Douglas, Oxford, Thompson and surrounding communities for years to come."

The contract between Harrington and the Hubbard Health Systems Board of Directors, which owns the land and building at the Webster campus, called for an initial three-year lease, with intent to renew after two years, beginning when Harrington assumed management of the facility in May 2009. Harrington has the option in the coming years to extend the lease at least through 2029.

The Webster Campus has received more than \$4 million in upgrades by Harrington since May 2009. ■

TLCnet Will Now Feature Employee 'Ads'

Harrington HealthCare is pleased to present the new Employee Xchange on TLCnet. Employee Xchange is a convenient method for employees to buy/sell/lease/give away goods online within Harrington HealthCare.

Employee Xchange is separated into seven categories: Apartments For Rent, For Sale Misc., Free Stuff, Items Wanted, Lost and Found, Vacation Rentals, Vehicles.

Within each category an employee has the ability to post applicable items for a maximum of 60 days with a brief description about their goods, contact information, pictures, and asking price. Contact the Help Desk for questions or more info at ext. 4357 or helpdesk@harringtonhospital.org. ■

Breaking Ground

Harrington is a sponsor of a Habitat for Humanity MetroWest/Greater Worcester home being built off Route 131 in Sturbridge. Lifting shovels for the groundbreaking, held April 9, are (from left) Habitat for Humanity local chapter President **Michael Wimberly**, Harrington CEO **Ed Moore** and Harrington Board Member **Tony DeTarando**, who has helped build five homes – in New Zealand, Mozambique, Ethiopia, Vietnam and Sri Lanka. Harrington employees are volunteering to help build the home, which will go to a deserving family in the region. ■



We Strive for Continuous Readiness

Continuous Readiness...that is what we strive for. We should be continually ready for any of the numerous regulatory agencies who visit us to evaluate how we comply with regulations and standards, whether it is The Joint Commission (TJC), Department of Public Health or the Department of Mental Health, to name just a few.

Since TJC surveys us on a triennial basis, they are not expected back on site until 2013. But each year, we must attest to the fact that we are meeting their standards. We do this through the process of our Periodic Performance Review, by evaluating how we comply with each standard. If we find we are not meeting them, we must develop and submit an action plan to TJC for their approval.

Tracers are another way in which we evaluate our readiness, says **Kathleen Davis**, Harrington's Vice President of Quality & Patient Safety. A small team visits each department and "traces" a patient and/or a process to ensure we are following our policies and procedures and regulations and standards. Information is shared across the organization so that we can learn from each other. Each department is also expected to do tracers within their own department and share their results with the Quality & Patient Safety Department.

Please feel free to call Quality & Patient Safety Department - at 508-765-3046 - with any questions that you might have about Continuous Readiness. ■



Cuts for a Cure

Bella Mia Salon and Spa offered their time and expertise April 10 during "Cuts for a Cure" at our Cancer Center. The fundraiser offered haircuts, chair massages and hand massages for a great price. Fifty-seven people attended the event, which raised more than \$750 for The Cancer Center! Harrington wishes to thank Bella Mia and their stylists and staff: **Laurie DeMartino, Alissa DeMartino, Karen Corey, Danielle Greene, Elizabeth Calcagni, Cristin Charpentier and JoAnne Legacy.** ■

Singing, Acting, Dancing at Harrington HealthCare on Parade May 21

Come listen to Harrington executives sing. Hear Harrington doctors play musical instruments. Watch Harrington employees dance, act and perform magic tricks.

It's all part of Harrington HealthCare on Parade, a talent show and fundraiser for our Pediatrics Department on Saturday, May 21, beginning at 7 p.m. (with a preshow at 6 p.m.) at the Southbridge High School Auditorium. All performers are Harrington employees or family members.

Tickets to the show, the brainchild of **Bhisham "Bhish" Sharma**, who works in registration in the hospital, are on sale in the Volunteer office, extension 6472. Prices are \$12 for adults and \$5 for children 12 and under. ■

Harrington Wins Statewide Award

Harrington, the Tradewinds organization in Southbridge and two Harrington employees won statewide recognition at the State House April 5 from the Massachusetts Clubhouse Coalition. The Coalition honored employers who teamed with employment and recovery centers such as Tradewinds to help people find employment. Winning recognition at Harrington were Volunteer Services and Transport Director **Laura Dilts** and **Sally Carr**, an employee in Transport at Harrington.

Tradewinds worked with Harrington and Dilts to train Carr and help her gain employment here. Pictured, from left to right at the State House are **Michael Forest** of Tradewinds; **Carr**; State Senator **Richard Moore**, who presented the award; **Dilts**; and, also from Tradewinds, **Bill Guy** and **Lisa Thiel.** ■



WELCOME ABOARD

- Diane Bousquet** ————— Patient Registration
- Gail Burke** ————— RN, HPS
- Denielle Dionne** ————— Medical Assistant, HPS
- Jennifer Espino** ————— Receptionist, Webster HPS
- James Foley** ————— Respiratory
- Andrew Frigon** ————— Public Safety
- James Gagne** ————— Public Safety
- Amanda Gorgone** ————— Medical Assistant, HPS
- Dominic Idoka** ————— Psych Emergency Services
- Lynnda Lacroix** ————— CompreCare
- Carolyn Medina** ————— Medical Assistant, HPS
- Emily Miranda** ————— Receptionist, HPS
- Elizabeth Patrie** ————— Laboratory
- Alyssah Phoummalayvane** - Med Surg
- Tracy Resendes** ————— Coordinator, HPS
- Kevin Robert** ————— Sleep Lab
- Tanya Sarty** ————— EKG
- Diane Sot** ————— Respiratory
- Edward Warnock Jr.** ————— Respiratory
- Jessica Wilson** ————— Central Sterile Supply

WALK for Homeless Sponsored by Harrington

Harrington HealthCare System is a sponsor of the Central Massachusetts Housing Alliance (CMHA) 26th Annual WALK for the Homeless on May 15. The 3-mile walk begins at 2 p.m. in Elm Park in Worcester and ends with "the largest neighborhood BBQ in Worcester County." CMHA opened a satellite office on Hamilton Street in Southbridge two years ago to better serve clients in southern Worcester County. We encourage all members of the Harrington family to visit cmhaonline.org, to donate to or learn more about the walk. For more info or to register for the walk, contact **Amy Walsh** at 508-791-7265 ext. 31 or awalsh@cmhaonline.org. ■