



Harrington

HEALTHCARE SYSTEM

Compassionate Quality Care

**2018 ANNUAL
REPORT**

Board of Directors*

Anthony (Jay) Detarando, **Chairman**
Mark Palmerino, **Vice-Chair**
Thomas Sullivan, **Treasurer**
Randall Becker, **Secretary**
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**Representing Fiscal Year 2018*

Leadership

Edward Moore, **CEO and President**
Arthur Russo, M.D., **CMO, Vice President, Medical Affairs**
Thomas Sullivan, **CFO, Vice President, Fiscal Services**
Thomas Hijeck, R.N., **CNO,**
Sr. Vice President, Clinical Operations
Jessica Calcidise,
Vice President, Nursing & Ancillary Operations
Christopher Canniff, **Vice President, Administration**
Harold Lemieux, **CIO, Vice President, Support Services**
Gregory Mirhej, **Vice President, Behavioral Health**

“The mission of Harrington HealthCare System is to deliver optimal healthcare to the residents and communities of South Central Massachusetts and Northeastern Connecticut. We are committed to providing personalized, compassionate care and advanced technology. Our vision is to continue a long tradition of caring and expand our comprehensive inpatient and outpatient services along with community outreach programs.”

It has been a year of great accomplishment, new expansion and a continued focus to be a strong healthcare system that patients can rely on.

Looking back at 2018 brings a sense of pride. Despite our growth and a few changes, we have remained true to our character, upheld for over 85 years: To treat patients like people, and to provide exceptional experiences every day.

Of our most notable highlights over the past year:

- We held a ribbon cutting for our new Child and Family Services center in Southbridge, closely followed by the opening of a new behavioral health office in Putnam, CT.
- Our major Southbridge ED fundraiser, *A Fare to Remember*, raised more than \$200,000 in July. Nearly 500 of us celebrated at Mechanics Hall in Worcester, where we were entertained by VIP Guests Julian Edelman and Danny Amendola. Our Gala also gave us a chance to honor Harrington's original hero - Elise Wilson. We officially broke ground on the Emergency Department later in the year with special guest Massachusetts Governor Charlie Baker.
- We welcomed over 24 new physicians and advanced practice providers to our medical staff in primary care, emergency medicine, podiatry, orthopedics, urgent care medicine, endocrinology, psychiatry and cardiology.
- Two significant grants gave us \$1 million for continued improvement to care in both behavioral health and population health.
- Harrington joined forces with every hospital in Massachusetts, putting its political foot forward in advance of the mid-term elections to help educate voters that mandated nurse staffing ratios were not the right choice for patient care.

It takes dedication and teamwork and I am thankful for the commitment our Harrington Family displays every day. Together we represent a broad team characterized as compassionate caregivers and ambassadors for healthcare in our community.



**President and CEO
Harrington HealthCare System**

Southbridge Emergency Department Renovation

As a critical resource for south central Massachusetts and northern Connecticut, the **Southbridge Emergency Care Center (ECC)** sees approximately 30,000 visits per year. In September 2018, Harrington welcomed **Massachusetts Governor Charlie Baker** who helped break ground on our capital campaign to expand capacity to the Southbridge ECC, adding another 2,400 square feet of space and modernizing the existing 8,500 square foot space. The renovations will fortify and increase the safety of patients, staff and visitors, and allow an additional 5,000 patient visits annually. In addition, the enlarged space will include a dedicated CT scanner within the ED footprint to reduce treatment time for patients.

With the support of thousands of donors and the unwavering dedication of our community, we are able to report a Fiscal 18 year-end total of **\$1,439,457** raised since the campaign kickoff in 2017. Special thanks to the following families and businesses for their major donations and matching contributions:

The Hyde Group, Inc.
Dexter Russell
Richard & Sarah Hardy

Alan & Betsy Peppel
Richard & Pat Clemence
Bob & Denise Clemence

Tammy & John Rawls
Rick Clemence



expansion and growth

Harrington outpatient and physician services grew within our current service area and into northeastern Connecticut. Outpatient Behavioral Health opened a dedicated **Child & Family Services** location at 139 South Street in **Southbridge** and a dual-focused, Child & Family Service/Recovery Service site in **Putnam, CT**. With the move of Child & Family Services from their previous location on Pine Street, space was made available to expand the **Partial Hospitalization Program** allowing additional patient access.

We look forward to continued growth and expansion in the coming year, including opening a brand new multi-specialty site at 198 Charlton Road in Sturbridge, relocating our Webster-based Physical Therapy Department to our main campus at 340 Thompson Road, and continuing to find innovative ways to provide high quality, accessible health care for our community.





A Fare to Remember / Harrington Heroes Gala
July 14, 2018



The Cancer Center at Harrington, located in Southbridge, doesn't just *look* bright, warm and inviting -- it is also home to the most compassionate team of caretakers, including nurses, physicians and support staff. Our Center's dedicated mission is to deliver the highest standard of family-centered care every day. Oncology patients receive first-rate attention: from diagnosis through treatment, into recovery and beyond survivorship. We also see patients with blood disorders who need regular treatment and medication.

The ability and convenience to receive advanced medical care so close to where patients work and live does not go unnoticed by our community. Each year, the number of generous gifts, donations, letters and personal stories that are shared continue to grow. It is through these donations that we are able to support our cancer patients by assisting with co-pays and medical bills, providing transportation, and offering comforting measures during treatment.

1,981
patients treated
this year

Over \$38,500
donations made



A YEAR IN REVIEW

December 2017:

- Razzle Dazzle Holiday Lights Parade, Putnam, CT
- Festival of Giving Trees, Southbridge, MA

January – March 2018:

- Ribbon Cutting - Child & Family Services, 139 South Street, Southbridge, MA
- Power of One Campaign for Domestic Violence Prevention & Awareness
- Systemwide Wear Red Day

April 2018:

- Ribbon Cutting – 19 Kennedy Drive, Putnam, CT

- Women's Health & Beauty Night, Sturbridge, MA

June 2018:

- Cancer Survivor Night – Sturbridge, MA

July 2018:

- A Fare to Remember – Worcester, MA

September 2018:

- Lead Sponsor, American Foundation for Suicide Prevention Walk – Woodstock, CT
- Southbridge ED Renovation Groundbreaking – Southbridge, MA



Planned and Community Giving

Harrington HealthCare System relies on the support of many donors, partners and individuals in our efforts to provide the best care with the newest technology while continually offering the 'little things' that make our patients feel like humans, rather than numbers, while they are with us. We are truly blessed to have so many incredibly generous partners, community members and local businesses that take our mission to heart. There is no better community of support than ours.

In 2018, the '**Commitment to the Community, Emergency Department Renovation Capital Campaign**' was the center of our fundraising efforts. Additionally, **The Cancer Center at Harrington** continues to be a strong beneficiary of donations in all forms, including handmade items, art supplies and financial support. In total, approximately \$792,000 was donated in Fiscal 2018 for various causes within the System.

Community Outreach

Harrington reaches out to all parts of the community on a year-round basis; We make every effort to address the unmet needs of all our towns, demographics and age groups. Our outreach team connects via a variety of methods, including health screenings, educational seminars, corporate sponsorships and guest lectures. The outreach team had a presence at community festivals, in schools and businesses, at health fairs and wherever they were able to offer services.

This past year, our team taught Hands-Only CPR, educated local students on handwashing technique, offered free blood pressure screenings and provided education on stroke and heart disease, among other initiatives. Other members of our outreach team offered body composition and nutrition education, performed free screenings for sun damage and skin cancer, and so much more.

Our wellness educators are Registered Nurses or have training in health education and all are exemplary members of the Harrington family.

IN 5 YEARS...

154%

increase in events

127%

increase in communities served

6,300

people reached at over

100

community events.



Volunteers

Our 450 volunteers perform many important functions within the Hospital, from greeting patients when they enter to transporting them from area to area throughout the facility. Harrington's Welcome Patient program has had a significant impact on both patients and staff. As part of the program, volunteers support the staff providing inpatient care on the Medical Surgical units. Volunteers visit and talk with patients and their families, review our Welcome Booklet and perform other duties, as needed and appropriate.

Harrington Auxiliary



Fifteen clerks and five volunteer managers are solely responsible for operating the Gift Shop in Harrington Hospital's main lobby. In 2017, the Gift Shop raised more than \$40,000 to benefit the hospital and looks forward to continued growth in the years ahead. Proceeds from the Gift Shop help to fund health and wellness programs and equipment purchases for the Harrington communities.

In 2017, the Harrington Auxiliary held two major fund-raisers; the Annual Car and Motorcycle Show, which raised \$3,100 and the Lucky Duck and Family Fun Day Event, which raised \$16,100. This year Lucky Duck Day was held in collaboration with the Southbridge Business Partnership's Autumnfest on the Southbridge Common.

An Auxiliary Appropriations Committee met twice to review applications for funding in several hospital departments. In the Fall of 2017, the Committee approved over \$19,400 in requests and in the Spring of 2018, another \$6,000 in requests were granted. The Harrington Auxiliary also voted to donate \$50,000 to the Southbridge Emergency Department, Commitment to the Community Campaign, which had a significant impact in the campaign goal for 2018. In addition, 11 scholarships totaling \$21,500 were awarded to area students pursuing a career in healthcare. Those scholarships included five \$3,000 scholarships from the Auxiliary, five \$1,000 Van Vooren Memorial Scholarships and the \$1,250 Grace Kirk Memorial Scholarship.

The Auxiliary sponsored several programs this year including a private talk by author Suzanne Stremek Shea and humanitarian Mags Riordan, who started a medical clinic in Malawi, Africa. The two women presented handcrafted items from Africa and copies of Shea's book for sale to attendees. Additionally, Auxilians toured the Overlook Community in Charlton and had lunch with representatives from the Independent Living Division and cruised Webster Lake on the Indian Princess over the summer and were some of the first to dine in Samuel Slater's Restaurant overlooking the lake.



Health Technology and Capital

Harrington HealthCare System continues to invest in capital projects and new technology to keep our service offerings at the cutting edge. In Fiscal 2018, approximately \$3 million was invested in projects and technology continually improving our services.

Some capital projects over the past 18 months included:

- New Analyzers and Updated Equipment for the Laboratory
- Surgical Equipment & Instrumentation for Orthopedics
- Enhancement of Inpatient Psychiatric Units
- Conversion from Computer Radiography to Digital Radiography in Diagnostic Imaging
- 3D Mammography at Southbridge Main Campus
- HVAC Upgrades, Elevator Replacements, Property & Security Enhancements
- New Construction or major upgrades at:
 - o 139 South St, Southbridge
 - o 19 Kennedy Drive, Putnam, CT
 - o Medical Arts Building Suites 208 & 209

As we continue on our mission to grow and expand to serve all of our communities, we also look forward to additional projects in Fiscal 2019 to include:

- Renovation of the former TCU on the Webster Campus to house the Rehabilitation Department
 - 198 Charlton Road in Sturbridge for primary and specialty providers
 - Renovation of the Southbridge Operating Rooms
 - Southbridge Emergency Department Renovation
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Service Count Summary

Harrington HealthCare Facts	FY2018	FY2017
Admissions (<i>including observation</i>)	6,083	6,206
Cancer Center visits	8,993	9,812
Behavioral Health visits	66,107	58,255
Rehabilitative Service visits	110,924	105,285
Emergency Department visits	41,914	41,699
Radiology Tests, total	87,426	88,017
HealthCare System Net Revenue	\$ 167,672,248	\$160,913,209

Financials

Harrington HealthCare System is a non-profit organization headquartered in Southbridge, Massachusetts that operates on a fiscal year beginning on October 1. Our entire audited statement is prepared by BDO USA, LLP.

Harrington

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