



The Commonwealth of Massachusetts
Executive Office of Health and Human Services
Department of Public Health
Bureau of Health Care Safety and Quality
Division of Health Care Facility Licensure & Certification
67 Forest Street, Marlborough, MA 01752

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Lieutenant Governor

October 13, 2020

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Secretary

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Commissioner

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BY EMAIL ONLY

Re: **Review of Response Following Essential Services Finding**
Facility: Steward Satellite Emergency Facility - Quincy
Ref. #: 2QEQ-065

Dear Mr. Levine:

On October 1, 2020, the Department of Public Health ("Department") received from you, on behalf of Steward Carney Hospital, Inc. (the "Hospital"), a response to our September 16, 2020, letter indicating that the Hospital must file a plan with the Department detailing how access to emergency services will be maintained following the closure of Steward Satellite Emergency Facility – Quincy (the "SEF"). Thank you for responding to our request in a timely and comprehensive manner.

Pursuant to 105 CMR 130.122(G) the Department has completed its review of the submitted access plan. As a result of this review, the Department has prepared the following comments:

- (1) **Address Error:** In your response dated October 1, 2020, you listed South Shore Medical Center at 1495 Hancock Street in Quincy as an alternative delivery site with 24/7 care once the Hospital discontinues operation of the SEF. The address of South Shore Hospital is 55 Fogg Road in Weymouth, MA. The Department requests the Hospital update the plan with the correct address and confirm the public transit information in the plan has the correct routes to the correct address and the travel time estimates are updated.
- (2) **Signage:** Based on concerns identified by the Department as a result of the proposed closure of the SEF, the Department requests information on the type of signage that will go up once the SEF has ceased operation and the content of the signage. The Department also requests information on what the signage will say about the hours-of-operation of alternative delivery sites.

- (3) **Outreach to Local Emergency Medical Services:** Based on concerns identified by the Department as a result of the closure of the SEF, the Department requests information of what the Hospital's outreach to local Emergency Medical Services has been in relation to the pending closure of the SEF.
- (4) **Strategy to Reach High Utilizers:** Based on concerns identified by the Department as a result of the closure of the SEF, the Department requests information regarding the Hospital's strategy for reaching high utilizers of the SEF, particularly those who do not have primary-care physicians.
- (5) **Communication with Alternative Delivery Sites:** Based on concerns identified by the Department as a result of the closure of the SEF, the Department requests additional information on steps taken by the Hospital to work with alternative delivery sites. Specifically, the Department requests information on how the Hospital will ensure it provides accurate descriptions of services offered at alternative delivery sites and provides contacts to support patients in need of behavioral health services.

Under the provisions of 105 CMR 130.122(G), the Hospital must submit a timely response to the comments of the Department. Please submit your comments within 10 days of your receipt of this letter to my attention, in order that we may complete our review of the pending closure.

Thank you for your continued cooperation in this process. If you have any questions, please contact me at Sherman.Lohnes@Mass.Gov.

Sincerely,



Sherman Lohnes
Division Director

cc: E. Kelley, DPH
S. Davis, DPH
R. Rodman, DPH
M. Callahan, DPH