



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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October 5, 2020

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BY EMAIL ONLY

**Re:** **Review of Response Following Essential Services Finding**  
**Facility:** MetroWest Medical Center – Leonard Morse Campus  
**Services:** 64 Bed Medical/Surgical Service  
10 Bed Intensive Care Unit,  
Operating Rooms,  
Emergency Service,  
Outpatient Rehabilitation Service

**Ref. #:** 2039-306

Dear Attorney Levine:

On September 25, 2020, the Department of Public Health (the "Department") received from you, on behalf of MetroWest Medical Center, a response to our September 10, 2020 letter indicating that MetroWest Medical Center (the "Hospital") must file a plan with the Department detailing how access to services will be maintained following the discontinuation all medical hospital services at its Leonard Morse Campus. This includes the Medical/Surgical Service, Intensive Care Unit, Operating Rooms,

Emergency Department and Outpatient Rehabilitation Service. 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. Framingham Union Operating Rooms:** In your response dated September 25, 2020, you noted that the average decline in total surgeries at Leonard Morse Campus dropped 7% from 2016 through 2019, with a 38% year to date drop for 2020 in monthly surgeries, compared to 2019. The Department requests the Hospital provide it with information regarding the effect COVID-19 has had on the demand for and scheduling of surgeries, and whether the decline in surgeries to date in 2020 has resulted in pent up demand for surgery. Additionally, the Department requests the Hospital provide it with information on how, in the event that it should exist, an increase in demand for surgeries would impact wait times for patients in need of surgery at the Framingham Union Campus.
- 2. Emergency Department Volume:** In your response dated September 25, 2020, you noted a 24% drop in emergency department volume at Leonard Morse Campus from 2015 to 2019, with an additional 34% decrease in monthly emergency department volume through June 2020. Additionally, utilization data provided by the Hospital indicates a similar decrease at Framingham Union Campus. The Department requests the Hospital provide it with information on the impact COVID-19 has had on patients choosing to access emergency department services. Additionally, the Department requests the Hospital provide it with information on to what degree a return to historical volume as seen prior to 2020 will have on wait times for patients in the Emergency Department as its Framingham Union Campus following the closure of its Leonard Morse Campus.
- 3. Emergency Department Transport Times:** In your response dated September 25, 2020, you included travel times from Leonard Morse Campus to alternative service delivery sites. The Department requests information on steps taken by the Hospital to reach out to those towns whose ambulance services will experience longer transport times to discuss the impact of the closure, and what can be done to mitigate transport times to Framingham Union Campus and the return of ambulances to service in their towns of origin.

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](mailto:Sherman.Lohnes@Mass.Gov).

Sincerely,

A handwritten signature in black ink, appearing to be 'S. Lohnes', written in a cursive style.

Sherman Lohnes  
Division Director

cc: E. Kelley, DPH  
R. Rodman, DPH  
M. Callahan, DPH  
W. Mackie, DPH