

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

CHARLES D. BAKER  
Governor

KARYN E. POLITO  
Lieutenant Governor

MARYLOU SUDDERS  
Secretary

MONICA BHAREL, MD, MPH  
Commissioner

Tel: 617-624-6000  
www.mass.gov/dph

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Vanessa L. Smith, Esq.  
Senior Vice President & Chief Legal Officer  
Baystate Health  
280 Chestnut Street  
Springfield, MA 01199

BY EMAIL ONLY: [Vanessa.Smith@baystatehealth.org](mailto:Vanessa.Smith@baystatehealth.org)

**Re: Review of Response Following Essential Services Finding**

**Facility:** Baystate Mary Lane Outpatient Center  
**Ref. #:** 2PW2-008

Dear Attorney Smith:

On April 30, 2021, the Department of Public Health ("Department") received from you, on behalf of Baystate Wing Hospital Corporation (the "Hospital"), a response to our April 16, 2021 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 Baystate Mary Lane Outpatient Center (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) **Emergency Services Utilization:** In your response dated April 30, 2021, you stated that utilization data shows alternative emergency department sites have been able to handle a difference of a few hundred to a few thousand patients across recent years. The Department requests the Hospital provide it with information on the impact COVID-19 has had on patients choosing to access emergency services at the SEF as well as alternative emergency department sites. 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 of Baystate Wing Hospital as well as the nine (9) alternative

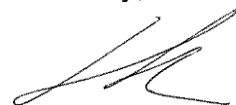
locations identified in your April 30, 2021 response following the closure of emergency services at the SEF.

- (2) **Signage:** Based on concerns identified by the Department regarding the proposed closure of emergency services at the SEF on or about June 1, 2021 with outpatient rehabilitation and outpatient radiology and imaging services continuing for approximately two years, the Department requests information on the type of signage that will go up once emergency services have ceased operation and the content of the signage. The Department also requests information on what the signage will say about the eventual discontinuation of the remaining hospital-based services.
- (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 additional information on what the Hospital's outreach to local Emergency Medical Services has been in relation to the pending closure of the SEF.
- (4) **Engagement with Community Groups:** In your response dated April 30, 2021, you stated the Hospital is committed to engaging with local officials and community groups. Based on concerns identified by the Department, the Hospital has failed to appropriately communicate with members of the public and local officials in a timely manner to assess the impact of eliminating services at the SEF. The Department requests the Hospital provide additional and detailed information, including a timeline, on how it intends to maintain ongoing engagement with the local community to ensure there are opportunities to provide input on the development and implementation of a plan to ensure access in the future.

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 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,



Sherman Lohnes  
Division Director

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