



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 and Certification
67 Forest Street, Marlborough, MA 01752

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June 9, 2023

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Winfield S. Brown
President & CEO
Heywood Hospital
242 Green Street
Gardner, MA 01440
win.brown@heywood.org

BY EMAIL ONLY

Re: Review of Response Following Essential Services Finding

Facility: Heywood Hospital

Services: Pediatric Service

Ref. #: 2036-334

Dear Winfield S. Brown:

On May 30, 2023, the Department of Public Health (the "Department") received from you, on behalf of Heywood Memorial Hospital, Inc., a response to our May 10, 2023, letter indicating that Heywood Hospital (the "Hospital") must file a plan with the Department detailing how access to services will be maintained following the discontinuation of Pediatric Service at the Hospital. 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. **Continuity of Care:** In your response dated May 18, 2023, you noted the Hospital's pediatric and family medicine primary care providers will continue to be available for consultation and will follow up with patients as appropriate. The Department requests information on how this process will facilitate care for pediatric patients. Specifically, the Department requests a detailed description of what the mechanism is for providing consultation on care planning for pediatric patients and following up with them as needed. Additionally, the Department requests information on what outreach the Hospital has done to inform residents within the service area that consultation regarding care planning for pediatric patients is available to them despite the closure of pediatric services. The Department also requests confirmation

of the continued availability of pediatricians for newborns in the Hospital's maternal service after the discontinuation of pediatric services.

2. **Access to Alternative Delivery Sites:** In your response dated May 18, 2023, you stated that pediatric patients requiring admission will be transferred from the Heywood Emergency Department using the standard transfer protocol. The Department requests specific details on what the standard transfer protocol entails. Additionally, the Department requests information on what the Hospital will do in the event pediatric patients cannot be placed right away and what steps are taken once an appropriate physician is located. Please share the list of competencies emergency department clinicians will need to maintain (i.e. PALS, weight-based drug dosing) and pediatric-specific equipment that will be available.
3. **Transportation Needs Post Discontinuance:** In your response dated May 18, 2023, you noted the Hospital would examine pediatric admissions data in addition to including an assessment of transportation needs in the 2024 Triennial Regional Community Needs Assessment. The Department requests the Hospital elaborate on what is involved in examining admissions data and assessing transportation needs. Additionally, the Department requests information on what effect this will have on transportation options after standard transfer protocols are implemented and pediatric patients requiring inpatient admission are transferred.

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 Stephen.Davis@Mass.Gov.

Sincerely,

A handwritten signature in black ink, appearing to read "Stephen Davis". The signature is fluid and cursive, with the first name "Stephen" and last name "Davis" clearly distinguishable.

Stephen Davis
Division Director

cc: E. Kelley, DPH
J. Bernice, DPH
J. O. Boeh-Ocansey, Jr., DPH
A. Mehlman, DPH
M. Callahan, DPH
A. Einhorn, Foley & Lardner LLP
D. Casavant, Heywood Hospital