



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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August 7, 2025

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BY EMAIL ONLY

**Re:** **Essential Services Finding**  
**Facility:** Holy Family Hospital – Haverhill Campus  
**Services:** Medical / Surgical,  
Intensive Care Unit,  
Emergency Service  
**Ref. #:** 2131-431

Dear Attorney Bloom:

On July 23, 2025, the Department of Public Health (the "Department") held a public hearing in response to the notification received from you on behalf of Holy Family Hospital regarding their proposed plans to discontinue certain services at its Haverhill Campus (the "Hospital") in Haverhill, MA, effective October 1, 2025. This includes Medical/Surgical services, Intensive Care Unit services, and Emergency Services. As a result of its review, the Department has made a finding that the services provided by the Hospital are in fact necessary for preserving access and health status within the Hospital's service area.

Accordingly, pursuant to 105 CMR 130.122(F), the Hospital is required to prepare a plan that details how access to Medical/Surgical services, Intensive Care Unit services, and Emergency Services will be maintained for the residents of the service area. The plan must be submitted to the Department no later than 15 calendar days after receipt of this letter. The Hospital's plan must include the elements specified in 105 CMR 130.122(F) as listed below:

- (1) Information on utilization of the services prior to proposed closure;

- (2) Information on the location and service capacity of alternative delivery sites. Include an explanation of the basis for the Hospital's determination that the alternative delivery sites **do** or **do not** have the capacity (necessary space, resources, etc.) to handle the increased patient volume at the identified sites. To support that assertion, please provide the following specific details:
  - (a) Current utilization at these alternative sites;
  - (b) Type of services available at the alternative sites;
  - (c) Type of medical diagnoses accepted; and
  - (d) Adequacy of space and resources at the alternative sites.
- (3) Travel times to alternative service delivery sites, for both peak and non-peak travel times, and an explanation as to the source for this information or what these estimates are based on;
- (4) An assessment of transportation needs post discontinuance and a plan for meeting those needs;
- (5) A protocol that details mechanisms to maintain continuity of care for current patients of the discontinued service; and
- (6) A protocol that describes how patients in the Hospital's service area will access the services at alternative delivery sites. The protocol should specifically address the following:
  - (a) The process that will be employed to effectively refer patients to other facilities or providers;
  - (b) The impact that this may have on the current occupancy rates at alternative delivery sites;
  - (c) The ability of the alternative delivery sites to meet the needs of these patients; and
  - (d) Other alternatives if medical needs cannot be accommodated at the proposed alternative sites.

In addition to the regulatory elements listed above, and in light of the Department's review of comments on the proposed closure, your plan must also address the following:

- (1) **Availability of Emergency Department Services:** On May 29, 2025, Holy Family Hospital submitted an application to establish a Satellite Emergency Facility (the "SEF") at the Haverhill Campus. The plan which you are required to submit must address the timing of emergency department closure at the Hospital, the opening of the SEF, and steps being taken to minimize the disruption of services during the transition. Additionally, the plan must address Holy Family Hospital's long-term commitment to operating the SEF at the Haverhill location, methods under consideration to address transport times to Lawrence General Hospital and/or Holy Family Hospital-Methuen emergency departments, increased time out of services for ambulances during return trips and plans to address medical control for ambulance services currently receiving that from the Hospital.

- (2) **Transportation:** Based on testimony presented at the hearing on July 23, 2025, members of the public expressed concern regarding regional traffic and travel time for patients who will need to leave Haverhill for care. The plan which you are required to submit must address methods of transportation for patients who need access to care after the elimination of services.

Under the provisions of 105 CMR 130.122(G), the plan the Hospital submits to the Department will be reviewed to determine if it appropriately assures access to the essential services in question following the plans to discontinue operation of Medical/Surgical services, Intensive Care Unit services, and Emergency Services at Haverhill Campus.

Thank you for your continued cooperation in this process. If you have any questions, please contact Stephen Davis at [Stephen.Davis@mass.gov](mailto:Stephen.Davis@mass.gov).

Sincerely,

A handwritten signature in black ink, appearing to read "Stephen Davis", with a stylized, cursive script.

Stephen Davis  
Division Director

cc: T. Smith, DPH  
J. Bernice, DPH  
J. Gagne, DPH  
M. Callahan, DPH  
T. McNamara, DPH