




UMassMemorial

Medical Center
Department of Orthopedics
and Physical Rehabilitation

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Worcester, MA 01605-2192


Fax: 508-334-5156
www.umassmemorial.org

Lara Szent-Gyorgyi
Director, Determination of Need Program
Massachusetts Department of Public Health
250 Washington Street, 6th Floor
Boston, MA 02108

Nicola A. DeAngelis, MD
Associate Professor, UMass Medical School
Director, Orthopedic Residency Program
Specializing in Sports Medicine

Dear Ms. Szent-Gyorgyi:

Thank you for the opportunity to share my concerns about Mass General Brigham's (MGB) plans to expand into Central Massachusetts and establish an outpatient center in Westborough.

My name is Dr. Nicola DeAngelis, and I am an orthopedic surgeon with UMass Memorial Medical Group. I have been proud to serve patients from Worcester, Westborough and surrounding communities for 17 years. I also went to medical school and completed my residency training in the University of Massachusetts system.

Our local health systems are critical to providing residents in Central Massachusetts with high-quality, affordable care across specialties. I believe that MGB's expansion into Westborough will threaten the financial viability of these essential community institutions.

MGB's proposed ambulatory services for our region target high-income communities with a disproportionate share of commercially insured patients who are already well served by local providers. The potential expansion will likely siphon away these patients from lower-cost, High Public Payer community hospitals and health systems, which need commercial insurance payments to counterbalance drastically lower reimbursements from government programs.

Losing a substantial number of commercial patients to MGB will disrupt the balanced payer mix that enables local health systems to maintain operations and deliver high-quality care to MassHealth patients, people living in poverty, and patients affected by health inequities. This could force community providers to reduce services, raise commercial insurance rates, or do some combination of the two.

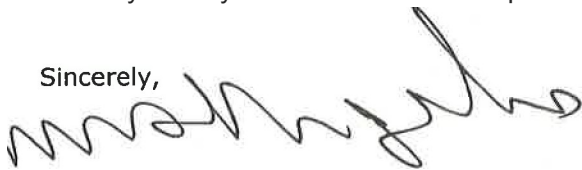
Furthermore, there is not enough community demand to warrant MGB's expansion into Westborough, contradicting the goals of our state's Determination of Need process. There are 13 health facilities within a 10-minute drive of the proposed site that provide the same services as those intended for MGB's ambulatory care facility. Just 20 minutes from the Westborough site, there are 47 health provider locations.

The Determination of Need process was established to encourage the appropriate allocation of healthcare resources. MGB's proposed services are not only redundant, but far more expensive than the high-quality services existing in our communities today.

To further examine the impact of this proposal on local care, I respectfully request that the Department of Public Health require the applicant to hold another public hearing, after the completion of an independent cost analysis. To ensure it is truly independent, I would ask the Department to require that the Health Policy Commission conduct the independent cost analysis.

Thank you for your attention to this important matter.

Sincerely,



Nicola A. DeAngelis, MD

From: [Nicholaus](#)
To: [DPH-DL - DoN Program](#)
Subject: DoN – Mass General Brigham Incorporated – Multisite - 21012113-AS
Date: Tuesday, April 13, 2021 7:16:19 PM

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As a local resident, I support Mass General Brigham's project to provide the same healthcare I receive today in Boston closer to my home. We need more access to care in our community – especially behavioral health, which this site will provide.

The project will also provide much needed jobs, including 300 union construction jobs and 200 permanent jobs, that will help our local economy emerge from the pandemic.

I support the Mass General Brigham project and ask the Department of Public Health to approve this application.

Nicholaus
nicholaus.lupi@gmail.com
Hopkinton

From: [Lowell, Monica](#)
To: [DPH-DL - DoN Program](#)
Subject: Testimony - Mass General Brigham Incorporated – Multisite - 21012113-AS
Date: Friday, April 16, 2021 4:48:11 PM

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To: Ms. Lara Szent-Gyorgyi, the Director of the Determination of Need Program
Re: Mass General Brigham Incorporated – Multisite - 21012113-AS
From : Monica Escobar Lowell, Vice President, Community Health Transformation/Community Benefits
UMass Memorial Health Care
Date: April 16, 2021

Monica Escobar Lowell's Testimony:

- Hello, I am Monica Lowell, VP, Community Health Transformation Community Benefits, UMass Memorial Health
- I have 19 years of working in the area of community health improvement at UMass Memorial Health Care and a proud caretaker of this wonderful institution.
- I am here to testify regarding the detrimental impact the Mass General Expansion in Westboro will have particularly, and importantly, on our health equity work addressing vulnerable and low-income populations, specifically people of color.
- Given that UMass Memorial utilizes our commercial revenue to subsidize our system's work with vulnerable populations, this expansion poses a serious risk to our ability to carry out our community health improvement mission.

I would like to take this opportunity to tell you about our work and how it is improving the health of vulnerable populations.

- For example:
 - Our city-wide Pediatric Asthma Intervention utilizes specially-trained, culturally competent Community Health Workers partners with the Worcester Public Schools, the City of Worcester Healthy Homes Office and Community Legal Aid to improve medication adherence and school absenteeism among high-risk pediatric asthma patients
 - Our Worcester ACTS program, addresses childhood trauma by utilizing trained Community Health Resilience Workers works who work closely with families while bringing stability of services during difficult times
 - To address food insecurity we have a longstanding partnership with a food justice program, the Regional Environmental Council to developed community gardens, and an urban agricultural program for inner-city youth. The 800 pounds of fresh

produce grown at the garden each year is distributed to 11 food insecure neighborhoods across the City of Worcester through the program's Veggie Mobile and mobile markets while also providing jobs for youth of color.

- Our Memorial Care Mobile, a partnership with the Worcester Public Schools provides medical and preventive dental services to 10 low-income neighborhoods and 20 schools across Worcester. Patients are served regardless of insurance status. We assist with health insurance enrollment and connecting patients to a medical and dental home as well as to social support services. The program plays a critical role in addressing the high level of tooth decay due to a lack of fluoride in the City's water supply. The Care Mobile serves approximately 3,000 patients annually.
- Utilizing COVID 19 data and the feedback from our community partners we have established strong partnerships with multiple community groups, faith-based organizations and offered neighborhood based COVID testing and Mobile Vaccination programs.
- Our health equity work speaks for itself. In 2018 The American Hospital Association Foster McGaw Prize recognized the Medical Center as being in the top 4 hospitals in the country for our community health improvement work and Essential Hospitals recognized our pediatric asthma program.
- We do a lot with few resources and MGB's proposal is a threat to our communities of color work.
- Lastly, in order for the cost analysis to be truly independent I am recommending the Department of Public Health to require that the Health Policy Commission to conduct the cost analysis so as to avoid a conflict of interest
- And, an additional public hearing should be scheduled after the independent cost analysis has been conducted so the public has a chance to weigh in when the full facts are available and transparent.

Thank you for your consideration,

Monica E. Lowell
Vice President Community Health Transformation/Community Benefits
UMass Memorial Health Care
Department of Community Relations
16 Shaffner St.
Worcester, MA 01605

Fax: 508-334-7630

Email: Monica.Lowell@umassmemorial.org

UMass Memorial Stop the Spread: [Free COVID Testing Events Schedule](#)

To Volunteer for an event: [SignUp for Swabbers, Registrars & Call Backs](#)

To Volunteer for Mobile Community Vaccination event: [UMMHC Mobile Vaccine Equity Enhancement Program \(MVeeP\) SignUp](#)

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From: [Michelle](#)
To: [DPH-DL - DoN Program](#)
Subject: DoN – Mass General Brigham Incorporated – Multisite - 21012113-AS
Date: Tuesday, April 13, 2021 8:32:04 PM

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As a local resident and Mass General Brigham employee, I believe our relationship with our patients is at the heart of the healthcare experience – for patients, their communities, care team members, and employees.

Understanding our patients' personal stories and building a lifelong relationship is crucial to making healthcare less complicated, less fragmented, and less costly.

Our response to COVID-19 is an example of how a coordinated approach can result in better access. I support this project, and I am looking forward to working with Westborough and the surrounding communities to ensure that Mass General Brigham that uses our people, research, and technology to meet the needs of our patients.

Michelle
mderaney@bwh.harvard.edu
Boston



Marlborough City Council
Michael H. Ossing
City Council President
140 Main Street
Marlborough, Massachusetts 01752
[REDACTED]

VIA EMAIL DPH.DON@MassMail.State.MA.US

April 12, 2021

Lara Szent-Gyorgyi
Director, Determination of Need Program
Massachusetts Department of Public Health
250 Washington Street, 6th Floor
Boston, MA 02108

Dear Ms. Szent-Gyorgyi:

My name is Michael Ossing and I appreciate the opportunity to share my concerns regarding Mass General Brigham's community expansion plans and intent to establish an outpatient center in Westborough.

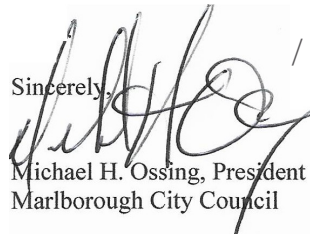
I have lived in Marlboro for 60 years and am proud to represent my fellow residents as City Council President. In my 22 years of serving on the Marlborough City Council, ensuring all our community members can receive high-quality, affordable healthcare has been a top priority.

I have serious concerns regarding the MGB expansion into Westboro as it will impact health equity and the cost of care in our community. Westboro is already well-served by high-quality, low-cost healthcare providers. The proposed MGB site targets higher income, predominantly affluent, mobile, commercially insured populations that are already receiving care locally. Drawing these patients to MGB threatens the financial viability of our local practitioners and has the potential to significantly impact the most vulnerable members of our community. This includes low income, non-commercially insured residents who receive care from our community hospitals and health systems. Replacing high-value providers with high-priced medical services at no discernable difference in quality could increase financial burden on patients and force local providers to close or reduce much needed services. I believe this could also threaten essential local jobs at our critical community care institutions.

To determine how this expansion might affect all of our community members, I respectfully ask the Department of Public Health to have the Health Policy Commission conduct an independent cost analysis. After the independent cost analysis is performed, I request that the DPH hold a subsequent hearing so the public can provide additional comments.

Thank you for your time and consideration as you evaluate this important issue.

Sincerely,



Michael H. Ossing, President
Marlborough City Council


From: [Murphy, Michael](#)
To: [DPH-DL - DoN Program](#)
Subject: Mass General Brigham Inc. Multisite -21012113-AS
Date: Monday, April 12, 2021 8:02:59 AM

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To Whom It May Concern:

I am offering this email as my opposition of the proposed MGB site in Westborough, Mass. After having an opportunity to listen to the thoughtful testimony on Tuesday the 6th of April by parties both opposed to and in favor of the expansion my email may not offering anything all that unique. I do offer the perspective of someone who sees the Macro economic forces at play (CEO of a 95 person company, Vice Chair/ Chair Elect of a \$2B bank, Chairman of the Marlboro Hospital Board of Trustees, member of the board of Community Hospital Inc.) and I'm concerned that MGB is not being transparent with regard to the true intentions of siphoning off commercial pay patients while ignoring the government pay and free pay population. The risk is simple, once that occurs, the forces that would buffer the pricing power that MGB seeks would no longer be viable and therefore would not stand in the way. Simply put, this proposed MGB expansion falls into the category " be careful of what you wish for". We need to be cognizant of the potential negative long term consequences this proposed expansion could have on the local consumer and local economy.

I respectfully ask that an independent review be conducted so that we don't look back 10 years from now and wonder how " we got here.

Michael Murphy
President, Murphy Group LLC.
200 Main Street, Marlborough MA 01752
dfmurphy.com | 

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D. Francis Murphy Insurance Agency
50 Main St.
Hudson, MA 01749

From: [Michael](#)
To: [DPH-DL - DoN Program](#)
Subject: DoN – Mass General Brigham Incorporated – Multisite - 21012113-AS
Date: Tuesday, April 06, 2021 8:30:58 AM

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As a local resident and Mass General Brigham employee, I believe that this project would be very well received by the community since health care facilities in the Western Suburbs do not provide the quality of care and service that MGB can bring. Moreover, there is a general lack of lab testing and imaging in the Western Suburbs that would greatly help the mission at the main campus. Such a facility would obviously provide employment opportunity to residents of the Westborough community.

Our response to COVID-19 is an example of how a coordinated approach can result in better access. I support this project, and I am looking forward to working with Westborough and the surrounding communities to ensure that Mass General Brigham uses our people, research, and technology to meet the needs of our patients in this region.

Michael
MLanuti@mgh.harvard.edu
Hopkinton

VIA EMAIL DPH.DON@MassMail.State.MA.US

Lara Szent-Gyorgyi
Director, Determination of Need Program
Massachusetts Department of Public Health
250 Washington Street, 6th Floor
Boston, MA 02108

Dear Ms. Szent-Gyorgyi:

I appreciate the opportunity to share my concerns about Mass General Brigham's community expansion plans and intent to establish an outpatient center in Westborough.

As the Executive Director of the Marlborough Economic Development Corporation, which is one of the Commonwealth's most visible and effective promoters of local economic development, I am committed to enhancing our community's quality of life through balanced economic and cultural advancement. Additionally, we are proud to have Marlborough Hospital as a health care provider within our community.

With this in mind, and as an area resident, I am concerned that MGB's expansion into Westborough will negatively impact the City of Marlborough and surrounding communities by exacerbating economic and health inequities in our region as healthcare costs continue to climb in Massachusetts. MGB's unnecessary expansion into a region already served by existing providers will increase the financial burden placed on patients and employers throughout the Commonwealth and threaten the financial viability of critical local practitioners and smaller healthcare systems.

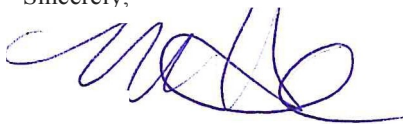
Specifically, allowing the expansion of MGB's ambulatory services without demonstrated need will empower MGB to cherry-pick commercially insured patients and diminish an important source of revenue for community health systems, impacting their ability to provide quality care to MassHealth patients, as well as those experiencing barriers to care. With impacted revenues, local safety net health systems will be forced to raise the prices of their services for commercially insured patients and/or cut vital services.

Additionally, many Marlborough residents work at local health systems, which are among the region's largest employers. Community health systems in Central Massachusetts provide important jobs that positively contribute to the vitality and growth of Marlborough and the surrounding areas. I fear that this expansion will negatively alter the economic security and stability of our community by threatening essential local jobs. With our community still reeling from the effects of the pandemic, even one job lost is too many.

Therefore, I respectfully ask that the Department of Public Health require the Health Policy Commission to conduct an independent cost analysis to study the true economic and socioeconomic burden of this proposal on the region. I also request that another public hearing is held once an independent cost analysis is conducted so that concerned community members can voice their opinion.

Thank you for reviewing my comments about this proposal and how it would be a detriment to the growth and economic wellbeing of the region at-large.

Sincerely,



Meredith Harris
Executive Director
Marlborough Economic Development Corporation

From: [Megan](#)
To: [DPH-DL - DoN Program](#)
Subject: DoN – Mass General Brigham Incorporated – Multisite - 21012113-AS
Date: Monday, April 12, 2021 5:57:28 PM

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As a local resident, I support Mass General Brigham's project to provide the same healthcare I receive today in Boston closer to my home. We need more access to care in our community – especially behavioral health, which this site will provide.

The project will also provide much needed jobs, including 300 union construction jobs and 200 permanent jobs, that will help our local economy emerge from the pandemic.

I support the Mass General Brigham project and ask the Department of Public Health to approve this application.

Megan
meganjane11@gmail.com
Ashland



April 6, 2021

Massachusetts Department of Public Health
Determination of Need Program
Attn: DoN Support
67 Forest Street
Marlborough, MA 01752

Re: Determination of Need (DoN) 21012113-AS; MGB Construction and Development/Three Ambulatory Care Centers - Westborough, Woburn & Westwood

To Whom It May Concern:

As Mayor of the City of Worcester, I write to express deep concerns about the above-referenced Determination of Need application by Mass General Brigham (MGB). I am particularly concerned with how it would impact this region's safety net health system, UMass Memorial Health, and Worcester's largest provider of safety net care and highly specialized care, UMass Memorial Medical Center.

MGB 's massive expansion proposals have serious cost implications for Central Massachusetts employers and employees and also pose risks to health equity. I therefore request that the independent cost analysis (ICA) ordered by the Department of Public Health be performed by the Health Policy Commission, which is best positioned to examine these issues, and that you hold public hearings after the report is completed so residents of Worcester and Central Massachusetts can weigh in once the likely repercussions have been examined.

MGB's proposed Central Mass clinic is located exactly where it can siphon as many commercially insured patients away from local safety net providers as possible, while being geographically

inaccessible for most of this region's low-income patients. It is centered among towns where median incomes are in the highest 20% statewide, residents are mostly commercially insured and are already amply served by multiple providers. Within 20 minutes of the Westborough site there are already 47 healthcare provider locations (including hospitals, clinics and outpatient practices) and there are 13 within 10 minutes.

Cost Impact

Hospital pricing in the MGB system is 20% higher than in the UMass Memorial Health Care system and its physician pricing is 19% higher. As a result, approval of this clinic would likely escalate healthcare cost in two distinct ways. First, the cost of care in the MOB outpatient clinic will almost certainly be higher than nearby providers. Second, when outpatient clinic patients are referred for specialized inpatient care, it will be to the most expensive hospitals in the state. Of the six academic medical centers that provide the most highly specialized care in Massachusetts, Brigham & Women's Hospital and Mass General Hospital are the two most expensive according to data from the Center for Health Information and Analysis (CHIA), while UMass Memorial Medical Center is the lowest cost.

Someone must pay for these increased costs namely the employers and employees who pay insurance premiums. We have worked hard to grow businesses and jobs in Worcester; a major cost escalation for local employers such as this could disincentivize growth at the very time we are trying to revive the upward economic trajectory Worcester was on pre-pandemic.

Health Equity

All hospitals are substantially underpaid by MassHealth and other safety net payors, often in the range of only 60 to 65 cents on the dollar of cost. To remain fiscally afloat, safety net systems like UMass Memorial, which serve a disproportionately large share of low-income patients, must counterbalance these losses with revenue from caring for commercially insured patients.

The proportion of MassHealth patients UMass Memorial serves is double that of MOB and the disparity is even wider in Central Mass. If MOB opens this clinic and succeeds in siphoning

commercial patients, UMass Memorial's safety net losses won't decrease. It will still serve the majority of this region's MassHealth and uninsured patients; but it will do so with less commercial volume to stem its losses. With the same safety net volume and a reduced commercial volume, it will be forced to either seek higher commercial rates to counterbalance its losses or else face the unwelcome prospect of reducing services upon which the residents of Worcester rely, particularly our most vulnerable.

Jobs

MGB's Westborough clinic is proposed for a location that already has dozens of care options. It is *not* a medically underserved locale. Nonetheless, MGB is proposing an enormous clinic with a multiplicity of specialty services. Thus, any growth in the MGB system will likely correspond with loss of volume - and therefore loss of jobs - at local community providers. But the impact does not stop there. By reducing the volume of referrals by these local providers to UMass Memorial Medical Center, and sending them instead to MGH and the Brigham. ***it will grow business in Boston while reducing business in Worcester.*** Over time, this could impact prospects for economic development and job growth here.

This application has the potential to dramatically shift the healthcare landscape of the Commonwealth. Given the risks at stake, I implore you to make certain that the independent cost analysis you ordered is as thorough and comprehensive as possible and that you hold additional hearings in the interest of transparency.

Sincerely,



<signature on file>
Joseph M. Petty

From: [Mary](#)
To: [DPH-DL - DoN Program](#)
Subject: DoN – Mass General Brigham Incorporated – Multisite - 21012113-AS
Date: Monday, April 05, 2021 8:10:26 PM

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As a local resident, I support Mass General Brigham's project to provide the same healthcare I receive today in Boston closer to my home. We need more access to care in our community – especially behavioral health, which this site will provide.

The project will also provide much needed jobs, including 300 union construction jobs and 200 permanent jobs, that will help our local economy emerge from the pandemic.

I support the Mass General Brigham project and ask the Department of Public Health to approve this application. We are getting up in years and current doctor visits require expensive travel to Chestnut Hill or Foxborough. It would be GREAT to have a Mass General B&W facility located in Westborough. Make it happen. Please

Mary
cmpboston@verizon.net
Marlborough

From: [Mary](#)
To: [DPH-DL - DoN Program](#)
Subject: DoN – Mass General Brigham Incorporated – Multisite - 21012113-AS
Date: Friday, April 09, 2021 2:21:43 PM

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The project will also provide much needed jobs, including 300 union construction jobs and 200 permanent jobs, that will help our local economy emerge from the pandemic.

I support the Mass General Brigham project and ask the Department of Public Health to approve this application.

Mary
maryoconnellrn@gmail.com
Framingham

From: [Marilyn](#)
To: [DPH-DL - DoN Program](#)
Subject: DoN – Mass General Brigham Incorporated – Multisite - 21012113-AS
Date: Wednesday, April 14, 2021 9:56:07 PM

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The project will also provide much needed jobs, including 300 union construction jobs and 200 permanent jobs, that will help our local economy emerge from the pandemic.

I support the Mass General Brigham project and ask the Department of Public Health to approve this application.

Marilyn
ptbmsb1517@gmail.com
Boylston

From: [Marcy](#)
To: [DPH-DL - DoN Program](#)
Subject: DoN – Mass General Brigham Incorporated – Multisite - 21012113-AS
Date: Wednesday, April 07, 2021 9:26:06 AM

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As a local resident, I support Mass General Brigham's project to provide the same healthcare I receive today in Boston closer to my home. We need more access to care in our community – especially behavioral health, which this site will provide.

The project will also provide much needed jobs, including 300 union construction jobs and 200 permanent jobs, that will help our local economy emerge from the pandemic.

I support the Mass General Brigham project and ask the Department of Public Health to approve this application.

Marcy
marcydiamond@verizon.net
Westborough

From: [Marcy](#)
To: [DPH-DL - DoN Program](#)
Subject: DoN – Mass General Brigham Incorporated – Multisite - 21012113-AS
Date: Monday, April 12, 2021 4:09:34 PM

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As a local resident, I support Mass General Brigham's project to provide the same healthcare I receive today in Boston closer to my home. My family and I have several Mass/Brigham doctors (for over 20 years). It is a long and expensive trip that we have to make several times a year. We need more access to care in our community – especially behavioral health, which this site will provide. There are not enough behavioral health providers that are taking new patients in my area so this would certainly help. We would be fortunate to a world class healthcare provider in Westborough MA

The project will also provide much needed jobs, including 300 union construction jobs and 200 permanent jobs, that will help our local economy emerge from the pandemic.

I support the Mass General Brigham project and ask the Department of Public Health to approve this application.

Marcy
marcydiamond@verizon.net
Westborough

MGB Expansion: Westborough

VIA EMAIL DPH.DON@MassMail.State.MA.US

Lara Szent-Gyorgyi

Director, Determination of Need Program Massachusetts Department of Public Health 250
Washington Street, 6th Floor
Boston, MA 02108

Dear Ms. Szent-Gyorgyi:

I am Professor and Chair of Urology at UMass Medical School and UMass Memorial Medical Center. I reside in Northborough. I would like to share my grave concerns about the proposed MGB outpatient center in Westborough.

I specialize in treating urologic cancers. I have particular expertise in prostate cancer and in addressing the social and political determinants of health that negatively impact men from obtaining timely and quality care for prostate cancer and prostate cancer screening. With the large population of African-American men and the high number of immigrants from Africa, Worcester County has the highest incidence of and death from prostate cancer in the state. We at UMass Memorial are at ground zero in the war against prostate cancer. Daily, I see young men with lethal and deadly prostate cancers. Challenges with awareness, access, transportation, nutrition, income, and discrimination contribute to a higher morbidity and mortality for these men. We have worked diligently and relentlessly to address these obstacles to meet the needs of our unique community.

MGB's plans to establish an outpatient center in Westborough will upend these efforts and could have catastrophic implications. The new clinic will worsen and exacerbate existing health disparities as MGB targets higher income, predominantly white, commercially insured populations that are already superbly served in Central Massachusetts. By drawing commercially insured patients away, we will be unable to subsidize care for the neediest patients who have Medicare or Medicaid or who are uninsured.

My department and institution are impassioned and relentless in providing prostate cancer services to all men regardless of socioeconomic status or ethnicity. However, if MGB is allowed to build their outpatient center, we will face financial challenges that will negatively impact this care and will result in a reduced safety net for our communities' most vulnerable patients.

The political determinants of health explain how political actions create the social inequalities that cause health disparities. This current situation with MGB is a perfect example of how our communities and their local governments and legislators can rally behind and support our most vulnerable citizens by preventing a high cost big business institution from wrecking havoc and disrupting and destabilizing Central Massachusetts' safety net programs. Approval of the MGB expansion will be the death knoll of UMass Memorial Medical Center and UMass Memorial Medical School. As such, I respectfully request that the Health Policy Commission provide an independent cost analysis of the MGB expansion and that additional hearings be scheduled after the independent cost analysis results are made public.

MGB Expansion: Westborough

VIA EMAIL DPH.DON@MassMail.State.MA.US

Lara Szent-Gyorgyi
Director, Determination of Need Program
Massachusetts Department of Public Health
250 Washington Street, 6th Floor
Boston, MA 02108

Dear Ms. Szent-Gyorgyi:

I would like to share my deepest and gravest concerns about the plans by MGB to establish an outpatient center in Westborough.

My name is Gwen Sokoloff and I am the Nurse Coordinator for the Down Syndrome Clinic at UMass Memorial Medical Center. In this role, I provide care to the most vulnerable patients in Central Massachusetts: children with Down syndrome and the medical and intellectual disorders that accompany the diagnosis. Our patients and their families are mostly recent immigrants and they manifest many of the challenges and obstacles that accompany raising a disabled child in the shadow of social and health disparities. I am in the final quarter of an MPH program and am very well-acquainted with the social determinants of health. Much of my role as the coordinator of the Down Syndrome Clinic is helping my patients and their families navigate through these impediments to obtaining adequate health care.

MGB's proposal to establish an outpatient center in Westborough is an affront to how we as a society are responsible for caring for the most susceptible members of our community. By drawing commercially-insured patients away from UMass Memorial Medical Center, the MGB expansion will obliterate the safety net programs we have built and nurtured. We will face financial challenges that will force the closure of these programs and leave these children without access to healthcare. This cannot be allowed to happen.

Therefore, I request that DPH require an independent cost analysis of the MGB expansion to be conducted by the Health Policy Commission to ensure a comprehensive, truly independent review process and that additional hearings be scheduled after results are made public.

Sincerely,
Gwen Sokoloff, RN, BSN, MPH candidate (07/2021)

From: [Lynn](#)
To: [DPH-DL - DoN Program](#)
Subject: DoN – Mass General Brigham Incorporated – Multisite - 21012113-AS
Date: Monday, April 05, 2021 8:55:51 AM

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As a local resident, I support Mass General Brigham's project to provide the same healthcare I receive today in Boston closer to my home. We need more access to care in our community – especially behavioral health, which this site will provide.

The project will also provide much needed jobs, including 300 union construction jobs and 200 permanent jobs, that will help our local economy emerge from the pandemic.

I support the Mass General Brigham project and ask the Department of Public Health to approve this application.

Lynn
Lil@ummhc.org
Northboro

From: [Lynn](#)
To: [DPH-DL - DoN Program](#)
Subject: DoN – Mass General Brigham Incorporated – Multisite - 21012113-AS
Date: Friday, April 16, 2021 5:00:02 PM

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As a local resident, I DO NOT support Mass General Brigham's project to provide the same healthcare I receive today in Boston closer to my home. We need more access to care in our community – especially behavioral health, which this site will provide.

NOT IN WESTBORO. IF YOU WANT TO TRUDEL SERVE THE NEEDY, YOU NEED TO SET UP CLINIC IN INNER WORCESTER CITY. NOT IN RICH SUBURBS WHERE YOU WILL SKIM OFF THE PTS WITH COMMERCIAL INSURANCE. THIS IS IN DIRECT COMPETITION TO uMASS AND ST VINCENTS WHO ARE CARRYING THE BURDEN OF CARING FOR THE UNDERSERVED.

NOTE MY LAST E MAIL WENT BY ACCIDENBT. i did not know you have precomposed a favorable message and have it go without my understanding that take action now = sent!

Lynn
lil@ummhc.org
Northboro

From: [Lynn](#)
To: [DPH-DL - DoN Program](#)
Subject: DoN – Mass General Brigham Incorporated – Multisite - 21012113-AS
Date: Friday, April 16, 2021 4:49:23 PM

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As a local resident, I support Mass General Brigham's project to provide the same healthcare I receive today in Boston closer to my home. We need more access to exceptional care within our communities – especially behavioral health, which this site will provide. It is my belief that it should be a patient's choice to decide where to receive medical care and not a decision driven by local politics.

The project will also provide much needed jobs, including 300 union construction jobs and 200 permanent jobs, that will help our local economy emerge from the pandemic.

I support the Mass General Brigham project and ask the Department of Public Health to approve this application.

Lynn
lynnjforde@gmail.com
Northborough

From: [Loretta](#)
To: [DPH-DL - DoN Program](#)
Subject: DoN – Mass General Brigham Incorporated – Multisite - 21012113-AS
Date: Monday, April 12, 2021 4:01:16 PM

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As a local resident, I enthusiastically support Mass General Brigham's project to provide the same healthcare I receive today in Boston closer to my home. We need more access to care in our community – especially behavioral health, which this site will provide. The high caliber of the practitioners and staff of MGH and Brigham would be an asset to our community.

The project will also provide much needed jobs, including 300 union construction jobs and 200 permanent jobs, that will help our local economy emerge from the pandemic.

I fully support the Mass General Brigham project and ask the Department of Public Health to approve this application. Thank you.

Loretta McAward

Loretta
lmcaaward1@verizon.net
Southborough

From: [Lois](#)
To: [DPH-DL - DoN Program](#)
Subject: DoN – Mass General Brigham Incorporated – Multisite - 21012113-AS
Date: Monday, April 05, 2021 8:05:21 PM

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As a local resident, I support Mass General Brigham's project to provide the same healthcare provided in Boston closer to my home. We need more access to high quality care in the Marlborough, Westborough area. As a senior citizen, I would like to be able to access Mass General Brigham's services locally without needing to drive into Boston. I will not use the UMass medical care system, which has a monopoly in this area.

I support the Mass General Brigham project and ask the Department of Public Health to approve this application.

Lois Abel
Marlborough, MA

Lois
tjalka@hotmail.com
Marlborough

From: [Marie](#)
To: [DPH-DL - DoN Program](#)
Subject: DoN – Mass General Brigham Incorporated – Multisite - 21012113-AS
Date: Saturday, April 10, 2021 2:18:30 PM

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As a local resident, I support Mass General Brigham's project to provide the same healthcare I receive today in Boston closer to my home. We need more access to care in our community – especially behavioral health, which this site will provide.

The project will also provide much needed jobs, including 300 union construction jobs and 200 permanent jobs, that will help our local economy emerge from the pandemic.

I support the Mass General Brigham project and ask the Department of Public Health to approve this application.

Marie
littlefieldmarie06@gmail.com
Westborough

From: [Linda](#)
To: [DPH-DL - DoN Program](#)
Subject: DoN – Mass General Brigham Incorporated – Multisite - 21012113-AS
Date: Monday, April 05, 2021 8:07:53 PM

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As a local resident, I support Mass General Brigham's project to provide the same healthcare I receive today in Boston closer to my home. We need more access to care in our community – especially behavioral health, which this site will provide.

The project will also provide much needed jobs, including 300 union construction jobs and 200 permanent jobs, that will help our local economy emerge from the pandemic.

I support the Mass General Brigham project and ask the Department of Public Health to approve this application.

This is excellent. Thank you!

Linda
lamelanson101@mac.com
Upton

From: [Linda Vaillette](#)
To: [DPH-DL - DoN Program](#)
Cc: mark@nearbycare.org
Subject: Proposed MGB Westboro Site
Date: Friday, April 09, 2021 1:58:05 PM

CAUTION: This email originated from a sender outside of the Commonwealth of Massachusetts mail system. Do not click on links or open attachments unless you recognize the sender and know the content is safe.

As a local resident, I am excited about the proposed MGB proposed ambulatory facility in Westboro, Massachusetts. I look forward to being able to receive the high quality of care that MGB has been known for without having to drive into Boston.

This project will also provide job opportunities in various specialties, as well the necessary support staff to assist in patient care.

Sincerely,
Linda Vaillette
Southborough, Massachusetts

From: [Linda Smith](#)
To: [DPH-DL - DoN Program](#)
Subject: Determination of Need Program-MGB Westborough
Date: Monday, April 12, 2021 7:03:10 PM

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To Whom It May Concern,

I am writing to express my support for the MGB Westborough Ambulatory Care facility. I am a Marlborough resident and I am also a home care nurse working in the Marlborough/Southborough/Hudson area. I have had many MGB patients who would be much better served by having a local facility from which to receive their care. The majority of my patients are elderly, who depend upon family/friends for transportation to their medical appointments. Having a Westborough center would not only make it easier on the patients but also on their family members and other caregivers. My patients have cancelled follow-up appointments because of the distance and amount of time someone needs to take off from work to take them.

I was able to attend the telephone hearing on 4/6/21 and heard there are approximately 40,000 MGB patients in the area. Even if it was only one fourth of that number, it would seem to be a 'no-brainer' to have a satellite. Any addition of mental health care is vitally important. My patients have to wait 3-4 months to get an appointment with a mental health provider from any system. That is completely unacceptable. Can you imagine having to wait 3-4 months to get an appointment for chest pain? Just because you cannot run a blood test or a scan for mental health disease does not make it less deadly.

I understand the fear that UMass/Memorial has regarding competition, but I believe it is completely unfounded. MGB patients are not going to switch their affiliation to UMass/Memorial because there is not a local office. Patients who favor UMass/Memorial are not going to switch their affiliation to MGB just because there is a local facility. If UMass/Memorial provides the high quality care they say they do, then they have absolutely nothing to worry about. The addition of some care alternatives can only improve the quality of medical care for everyone. I find the opposition's intimation that any health care provider would reject Medicaid patients in favor of more profitable clientele to be highly offensive. Those officials should be ashamed of themselves. As a Marlborough resident, I know who I will **not** be voting for in the future! One of the representatives from Worcester stated that the petition should be denied because there is already "adequate services" in the area. Adequate service is not nearly good enough for me or those I love. As an intelligent consumer, I research the best choice for my needs whether it is a refrigerator or a doctor. I will go wherever I need to go to obtain my choice. Being able to get my choice close to home should not have to be considered a luxury!

I ask that you approve the Determination of Need for MGB Westborough.

Sincerely,
Linda Smith, RN
59 Phelps St.
Marlborough, MA

From: [Lin](#)
To: [DPH-DL - DoN Program](#)
Subject: DoN – Mass General Brigham Incorporated – Multisite - 21012113-AS
Date: Friday, April 16, 2021 8:37:25 AM

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As a local resident, I support Mass General Brigham's project to provide the same healthcare I receive today in Boston closer to my home. We need more access to care in our community – especially behavioral health, which this site will provide.

The project will also provide much needed jobs, including 300 union construction jobs and 200 permanent jobs, that will help our local economy emerge from the pandemic.

I support the Mass General Brigham project and ask the Department of Public Health to approve this application.

Lin
linliu_99_99@yahoo.com
Hopkinton

From: [Leslie](#)
To: [DPH-DL - DoN Program](#)
Subject: DoN – Mass General Brigham Incorporated – Multisite - 21012113-AS
Date: Monday, April 05, 2021 8:57:20 AM

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As a local resident, I support Mass General Brigham's project to provide the same healthcare I receive today in Boston closer to my home. We need more access to care in our community – especially behavioral health, which this site will provide.

The project will also provide much needed jobs, including 300 union construction jobs and 200 permanent jobs, that will help our local economy emerge from the pandemic.

I support the Mass General Brigham project and ask the Department of Public Health to approve this application.

Leslie
lesweli@yahoo.com
Marlborough

From: [Lawrence](#)
To: [DPH-DL - DoN Program](#)
Subject: DoN – Mass General Brigham Incorporated – Multisite - 21012113-AS
Date: Tuesday, April 13, 2021 8:43:14 PM

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As a local resident and Mass General Brigham employee, I believe our relationship with our patients is at the heart of the healthcare experience – for patients, their communities, care team members, and employees.

Understanding our patients' personal stories and building a lifelong relationship is crucial to making healthcare less complicated, less fragmented, and less costly.

Our response to COVID-19 is an example of how a coordinated approach can result in better access. I support this project, and I am looking forward to working with Westborough and the surrounding communities to ensure that Mass General Brigham that uses our people, research, and technology to meet the needs of our patients.

Lawrence
larry.babb@gmail.com
North Grafton

VIA EMAIL DPH.DON@MassMail.State.MA.US

Lara Szent-Gyorgyi
Director, Determination of Need Program
Massachusetts Department of Public Health
250 Washington Street, 6th Floor
Boston, MA 02108

Dear Ms. Szent-Gyorgyi:

Thank you for the opportunity to share my objections to Mass General Brigham's plans to establish an outpatient center in Westborough and its impact on the ability for community health systems to deliver quality care to all patients.

For the past three years, I have been proud to serve as the Senior Director of Performance, Learning and Education at UMass Memorial Health, overseeing the professional growth and wellbeing of our staff, as well as company culture.

Many of our caregivers live in the communities they serve and have invested in upholding UMass Memorial Health's safety-net mission. MGB's expansion into Westborough will undermine the fiscal viability of community healthcare systems that work tirelessly to care for marginalized populations. By targeting and stripping away commercially insured patients, MGB will disrupt the balanced payer mix that enables UMass Memorial Health and others to maintain operations and provide quality care to MassHealth patients, people living in poverty and patients affected by health inequities.

While our caregivers have committed themselves to serving our most vulnerable community members, MGB does not seem interested in addressing the needs of our region. Rather than expanding into a community with widespread barriers to accessing healthcare, MGB has chosen Westborough, which is relatively affluent, predominantly white, mobile, and well-served by local providers. The proposed Westborough location is also not easily accessible to residents of low-income communities who may not possess a license or vehicle, leaving the access and needs of many residents behind.

MGB's recruitment efforts will further undermine safety net care. In some areas of expertise and at some locations, MGB is already recruiting employees and clinical caregivers from community providers. Healthcare employees who have already been taxed by a difficult year of serving the community during a pandemic may be further strained by a diminished workforce. Our industry simply cannot sustain more burnout.

To fully understand this proposal's impact on local care providers and health equity, I respectfully request that the Department of Public Health require the Health Policy Commission to conduct the independent cost analysis. I also ask that DPH hold another public hearing once the analysis is complete.

Thank you for your attention to this important issue.

Sincerely,

Laura Flynn