

From: [Diane Huff](#)
To: [DPH-DL - DoN Program](#)
Cc: [Brad](#)
Subject: Commenting on New MGB facility coming to Westborough, MA
Date: Saturday, April 10, 2021 3:49:31 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.

To Whom it May Concern,

My husband and I are thrilled to learn that Mass General Brigham wants to bring a new health-care center to Westborough, MA! We are patients of doctors affiliated with MGH and in order to be seen we currently need to travel at least one hour in any direction for our doctors. We are happy to do this because of the level of care we feel we get at MGB. However, having a MGB facility so much closer to us would be wonderful, especially since we are getting older and the drive is not very convenient. However, please understand that if the facility is not allowed to be created near us we WILL NOT be changing our affiliations to other doctor's at hospitals nearer to us. We feel we get the best medical care at Mass General so we will stick with those doctors, and each person's medical care is half driven by their insurance plans anyway, so what difference does it make how many medical facilities are in the area! We have heard that several hospitals out in our area are fighting to prevent Mass General from building this healthcare center, but that is just for their own selfish reasons. Perhaps they are intimidated by the level of care they know MGB provides, but hopefully the anticipated "competition" will undoubtedly help them boost their own level of care! If they think by trying to prevent MGB from coming into Westborough that they will eventually gain us or other patients we know of by trying to force us to switch to their facilities, they are sadly mistaken. If we cannot drive to our current doctors ourselves, we have family and friends who will take us either into Boston or to Waltham to see our doctors rather than feel like we are being forced to accept other care currently nearer to us. We are part of an over 55+ community and personally know that there are a lot of residents nearby that would be delighted to have this healthcare facility established here in Westborough. We have also heard that Mass General already has 3,000+ patients in this area, so that will not change anything for other hospitals. There are so many residents in this MetroWest area that Milford, UMass and Marlboro Hospitals don't need to worry that their current patients will necessarily jump ship. Those who live out this way are already established with their medical affiliations but those of us who are dedicated enough to our own MGH or Brigham doctors to travel long distances to get to the current MGB facilities will continue to do so. Just because these other hospitals are closer doesn't mean we have run to them out of convenience!

Having this facility nearby will bring an enormous increase to the number of jobs in our area for hospital staff workers as well as to bring our own personal care closer to our home and we are so excited about those possibilities! **Please don't let any other medical**

facility influence your decision about allowing Mass General to build in Westborough, MA. We feel that the location for this new medical facility will be extremely convenient and a huge blessing to this area!

-

Sincerely, Brad and Diane Huff

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 comment on Mass General Brigham's (MGB) plans to expand into Central Massachusetts and establish an outpatient center in Westborough. My name is Dr. Heba Hanna and I am an anesthesiologist at Marlborough Hospital. I have been proud to care for residents of Westborough, Marlborough and Central Massachusetts for 3 years. Our local hospital and health system is a longstanding community resource, providing emergency care as well as a range of inpatient and outpatient medical, surgical and ancillary services.

As a provider committed to delivering high-quality care at exceptional value, I am deeply concerned that MGB's Westborough proposal will threaten our essential local care institutions and exacerbate health inequities in our region. MGB is choosing to expand into high-income communities that are already well-served by existing providers, rather than into communities in need of quality care options. There are 13 health facilities within a 10-minute drive of the proposed site which provide the same services as those planned for MGB's ambulatory care facility. Furthermore, there are 47 health provider locations, including three hospitals and an ambulatory surgery center, only 20 minutes away from the Westborough site.

Introducing MGB's ambulatory services into one of our region's most affluent areas without demonstrated need will siphon commercially insured patients away from lower-cost, High Public Payer hospitals and health systems such as our own. This would disrupt the balanced payer mix that enables local health systems to maintain operations and make outstanding care accessible for all, regardless of ability to pay. As a result, I fear that community providers could be forced financially to reduce services, raise commercial insurance rates, or do some combination of the two – worsening health disparities that our community providers are working hard to address.

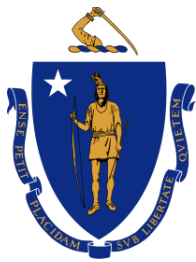
I believe in and welcome competition, but it must be *fair* competition. By duplicating pre-existing services in our community without demonstrated demand, MGB will be establishing competition for the sake of competition to the detriment of patients.

To further examine this proposal's effect on local care and health equity, 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 also 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,

Heba S. Hanna, DO



The Commonwealth of Massachusetts
MASSACHUSETTS SENATE
OFFICE OF THE PRESIDENT EMERITA

SENATOR HARRIETTE L. CHANDLER
PRESIDENT EMERITA
First Worcester District

State House, Room 333
Boston, MA 02133-1053
Tel: [REDACTED]

Harriette.Chandler@MASenate.Gov
www.MASenate.Gov

Lara Szent-Gyorgyi, Director
Determination of Need Program
Massachusetts Department of Public Health
67 Forest Street, Marlborough, MA 01752

Director Szent-Gyorgyi,

I write to share my concerns with the Department of Public Health about Mass General Brigham's (MGB) community expansion plans and intent to establish an outpatient center in Westborough.

I have represented the First Worcester District in the Massachusetts state Senate for twenty years. My district includes much of the city of Worcester, the entire towns of Boylston, West Boylston, Holden and Princeton, and parts of Clinton and Northborough. My district also includes UMass Memorial Medical Center, which serves the residents of Central Massachusetts as a safety-net hospital, with nearly two thirds of its patients insured by public programs. UMass Memorial is a vital resource in my community, especially for people with low incomes. The hospital's dedication to equitable and accessible healthcare has been especially prominent during the COVID-19 pandemic. One example being the free weekly walk-up COVID-19 testing sites UMass continues to run in partnership with Worcester city government.

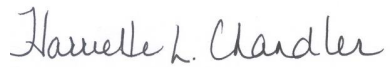
UMass Memorial is able to deliver high-quality care to publicly-insured patients because it also serves commercially insured patients whose plans pay out at a higher rate. UMass must maintain a delicate financial balance between publicly covered and commercially covered patients to ensure consistent and high-quality care. However, I fear that if MGB's proposed expansion to Westborough is approved, that commercially insured patients will opt to utilize the proposed clinic, abandoning UMass and throwing its finances into turmoil.

The proposed MGB Westborough site is targeted towards high-income patients that are more often commercially insured. The proposed site is inaccessible by public transit but adjacent to disproportionately high-income communities. If the MGB site is approved, the clinic will provide redundant care to these high-income communities while syphoning off critically needed commercially insured patients who would have otherwise received equal care at UMass. If commercially insured patients abandon UMass for the proposed MGB site, I fear that UMass would be financially forced to close some services that low-income communities in Central Massachusetts trust and have come to rely upon.

That being said, I know that UMass Memorial will continue to provide the best possible care in all circumstances, even if they lose commercial volume. However, I ask that when you consider MGB's proposed expansion to Westborough, that you take into consideration the impact on health equity that this decision might have. UMass Memorial is a centrally located and trusted healthcare center that provides services to people of all incomes. I want to ensure that

they can continue to provide accessible and high-quality care long into the future – because generations of Central Massachusetts residents deserve nothing less. In order to accurately understand the impact of this proposal, I suggest that the additional public hearing be scheduled for after the independent cost analysis has been conducted.

Regards,

A handwritten signature in cursive script that reads "Harriette L. Chandler".

Harriette L. Chandler
State Senator
First Worcester District

The Commonwealth of Massachusetts

HOUSE OF REPRESENTATIVES
STATE HOUSE, BOSTON 02133-1054



REPRESENTATIVE
DANIELLE W. GREGOIRE
REPRESENTING THE PEOPLE OF
THE 4TH MIDDLESEX DISTRICT

Chair
Joint Committee on State Administration
and Regulatory Oversight

STATE HOUSE, ROOM 23
[REDACTED]
Danie1le.Gregoire@MAhouse.gov

Massachusetts Department of Public Health
Determination of Need Program
ATTN: DON support
67 Forest Street
Marlborough, MA 01752

3/31/2021

RE: Determination of Need 21012113-AS; MGB donstruction and development of three ambulatory care centers (Westborough, Woburn and Westwood)

To whom it may concern,

I write today regarding the above proposal. As you are likely unaware, I am the sole member of the Massachusetts House of Representatives serving both the City of Marlborough and the Town of Westborough. The Town of Westborough having expressed its unanimous support of the proposed facility through a vote of the Board of Selectmen and the City of Marlborough expressing opposition by adoption of a resolution puts me in a unique position. As such, I find it necessary to write you today and express my personal views on the process and request as thorough, in depth analysis as is possible.

I fully support the request by DPH for independent cost analysis and am hopeful that the information gleaned therefrom will provide a cleared picture as to the potential health equity and cost containment issues at play here. Additionally, I echo the concerns raised by many of my colleagues regarding the potential impact on not only patients in our area but also on the employers and employees in our existing healthcare space.

I trust that the Department has this matter well in hand and will require an extensive ICA as well as any other relevant fact finding to determine any potential negative impacts as well as possible improvement that could arise as a result of this proposal. I am of firm mind that more information is always be stand as such I encourage as thorough an analysis as possible, especially as it relates to the Westborough proposal.

I appreciate your consideration of this matter. I look forward to an open, transparent process.

A handwritten signature in black ink, appearing to read "Gregoire", written over a vertical line.

<signature on file>

Danielle W. Gregoire

From: [Glenn McLeod](#)
To: [DPH-DL - DoN Program](#)
Subject: Westborough DoN
Date: Wednesday, April 07, 2021 7:40:45 AM

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Good morning,

My name is Glenn McLeod, a resident of Westborough.

I am currently a patient of Mass General Brigham.

I travel once a week to their facility in Foxborough.

I have also traveled to their facility in Pembroke.

I am in full support of their proposed facility in Westborough.

Thank you,

Glenn

Sent from my iPhone

From: [GERALD](#)
To: [DPH-DL - DoN Program](#)
Subject: DoN – Mass General Brigham Incorporated – Multisite - 21012113-AS
Date: Saturday, April 03, 2021 11:18:32 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.

GERALD
jflanagan211@gmail.com
NORTH GRAFTON

From: [Colleen](#)
To: [DPH-DL - DoN Program](#)
Subject: Supporting MGB on Westborough
Date: Friday, April 09, 2021 5:54:38 PM

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Hi!

I would like to add my support for the MGB project in Westborough. It would certainly serve the central Massachusetts population well.

*. While many believe Central MA is well served, there were no MA Vax sites in this area, once again “forgetting: Central MA and leaving residents

once again to rely on their own resources to find local vaccine or travel. And travel we do to MGB.

*. Statistics are correct with the number who travel to MGB. All services under one roof has been a huge draw. Something we don't experience here in Central MA.

Physician visit. Go find a lab for lab work (or pay an additional facility fee at hospital for use of theirs). The wait weeks for an MRI or CT scan.

This is all accomplished in one visit at MGB. Why not go to MGB (or LaheyBI) and have it be done efficiently - both time and cost).

*. Primary care physicians are a hot commodity here. UMass has had many retire and have left their patients to find a new doctor as they have “none available”

Who are taking new patients. They are very happy to forward your charts once you have landed a physician - if you are lucky enough. Never had this experience at MGB.

*. Worcester hospitals are so overcrowded and have been for years. Patients are left in EWR for more than 24 hours after being admitted to the hospital as no rooms available. They also do not receive the specialist healthcare while in ER- will see one when you get to your room. Patients on oxygen, awaiting diagnosis, have doors shut to rooms,

making care of patient almost non-existent.

* Patients brought in via emergency services as determined by their physician, while triaged, 8 hours later have yet to receive an evaluation, and lab specimens taken

upon arrival remain on counter awaiting pickup.

My many years of experience in Boston have been only positive. Family members have taken advantage of MGB Woburn.

*. The coordination of care and access to services has made life easier for family. No long waits, no multiple appointments, no multi days out of the office / school, quicker diagnosis and quicker treatment.

*. Supports current healthcare initiatives and ultimately promotes healthier patients as a result.

*. Supports mental health initiatives via access to well patient services

Fixing current issues are a necessity it will take years and has been this way for years. No one will wait and those who can access Boston will continue to do so. Those who cannot will continue to be underserved.

Fixing the underserved central MA region is needed now (actually years ago). Denying this region will continue to place a burden on Boston. Not every central MA community has the resources for those who are disadvantaged. Worcester had the resources to help those in their city as seen by the COVID van for the disadvantaged. Many central MA communities are too small and don't have that access and distance prohibits taking advantage.

Would you take your family 30 minutes to Worcester for this service or 45 minutes to Boston ? Or better yet MGB Westboro which is a short drive with proven demand.

The choice is ours and we hope you make the right decision too.

Happy to have further discussions / follow up if needed.

Appreciate your time and consideration on this very important topic.

Regards,

Colleen M Gardner

From: [J Bruce](#)
To: [DPH-DL - DoN Program](#)
Subject: DoN – Mass General Brigham Incorporated – Multisite - 21012113-AS
Date: Monday, April 05, 2021 8:07:18 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 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.

Medicare rates Brigham and Women's at 4 stars in providing competent healthcare at their hospital. A 4 star rating is a higher rating than the other hospitals located in the greater Marlborough area. Adding a 4 star medical organization to the mix would be beneficial to my 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 support the Mass General Brigham project and ask the Department of Public Health to approve this application.

J Bruce
jbgabriel@aol.com
Marlborough

From: [BRUCE GABRIEL](#)
To: [Cioffari-Macphee, Diana \(DPH\)](#)
Cc: [DPH-DL - DoN Program](#)
Subject: Re: DoN – Mass General Brigham Incorporated – Multisite - 21012113-AS
Date: Monday, April 12, 2021 8:46:16 AM

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.

I would like to rescind and revoke my previous recommendation that the Brigham and Women's proposed Westborough facility be approved.

Please do not approve the Brigham and Women's facility in Westborough. Yesterday Brigham and Women's announced that they are implementing institutionalized anti- white racism within the organization based on preferential and priority treatment of non whites. This is a violation of the Hippocratic oath to do no harm to all patients regardless of color or ethnicity. This is also a violation of Federal Civil Rights law.

We don't need anti- white racist organizations in our community. Again, please do not approve Brigham and Women's proposed Westborough, Massachusetts facility.

Sincerely,

J. Bruce Gabriel
18 Saint Mary's Way
Marlborough, MA

Sent from my iPhone

-----Original Message-----

From: J Bruce [<mailto:jbgabriel@aol.com>]

Sent: Monday, April 05, 2021 8:09 PM

To: DPH-DL - DoN Program

Subject: DoN – Mass General Brigham Incorporated – Multisite - 21012113-AS

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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 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 – including 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.

Medicare rates Brigham and Women's at 4 stars which is better than almost all available hospitals in my area. I support the Mass General Brigham project and ask the Department of Public Health to approve this application.

J Bruce
jbgabriel@aol.com
Marlborough

-----Original Message-----

From: J Bruce [<mailto:jbgabriel@aol.com>]

Sent: Monday, April 05, 2021 8:09 PM

To: DPH-DL - DoN Program

Subject: DoN – Mass General Brigham Incorporated – Multisite - 21012113-AS

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.

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Medicare rates Brigham and Women's at 4 stars which is better than almost all available hospitals in my area. I support the Mass General Brigham project and ask the Department of Public Health to approve this application.

J Bruce
jbgabriel@aol.com
Marlborough

From: [Frances](#)
To: [DPH-DL - DoN Program](#)
Subject: DoN – Mass General Brigham Incorporated – Multisite - 21012113-AS
Date: Friday, April 09, 2021 2:22:46 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 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.

Frances
franvodola@gmail.com
Westborough



One Biotech Park
365 Plantation Street
Worcester, MA 01605-2376

Fax: 508-334-0404

E-mail: douglas.brown@umassmemorial.org
www.umassmemorial.org

Douglas S. Brown

*President, UMass Memorial Community Hospitals, Inc.
Chief Administrative Officer, UMass Memorial Health Care*

Testimony of Douglas S. Brown

My name is Doug Brown and I am the Chief Administrative Officer of UMass Memorial Health. Previously, I spent 10 years in state government, including service as the state Medicaid Director.

You do not need to be a former Medicaid Director to understand that Mass General Brigham is not coming into Central Massachusetts to serve Medicaid patients. In fact, if I tried to find a location least accessible for Medicaid members in our region, I would be hard pressed to pick a better place than the one MGB is proposing.

Likewise, if I tried to find a location here least accessible for Black and Hispanic individuals, I also could do no better. And while MGB talks a lot about their commitment to equity, their actions tell a different story. When deciding where to invest their money in *this* region, they picked a location far removed from these communities of color.

We know what this expansion is really about. It is a brazen attempt to grow market share by cherry picking mostly wealthy and mostly white commercially insured patients. So what is wrong with increasing access for wealthy individuals? There is nothing inherently wrong with it. The fundamental evil here is what will happen to everyone else. And what we know is that their care will suffer. This is because when you allow the most dominant system to come into a region and skim off the highest paying business from safety net providers, it destabilizes those providers and their ability to care for everyone else. And when that happens, there is nowhere else for these vulnerable populations to turn.

But this is no longer about MGB. We have seen time and again they will spend any amount of money to achieve total market dominance. This is about whether our government, which is supposed to protect the vulnerable, will finally say no to this unrestrained and irresponsible growth.

The DON regulations state that your purpose is to “ensure resources are made ... equitably available to every person in the Commonwealth.” I say to you with deep respect for your work that, based on the facts before us, you cannot possibly approve this DON and fulfill that purpose. Given the demographics of this region, the location chosen, and the population

targeted, there is no way this will achieve equity. It will do just the opposite - exacerbate inequities in care.

If the Department approves this unprecedented expansion, it facilitates the movement toward two systems of care in the Commonwealth - one for the haves and one for the have nots. I truly hope you have the courage to prevent that from happening. Thank you.

From: [Donna](#)
To: [DPH-DL - DoN Program](#)
Subject: DoN – Mass General Brigham Incorporated – Multisite - 21012113-AS
Date: Tuesday, April 13, 2021 8:29:17 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.

Donna
dineson@partners.org
Shrewsbury

From: [Finkelberg, Dmitry](#)
To: [DPH-DL - DoN Program](#)
Cc: [Parulkar, Bhalchandra](#)
Subject: Testimony - Mass General Brigham Incorporated – Multisite - 21012113-AS
Date: Tuesday, April 13, 2021 11:41:58 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.

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 comment on Mass General Brigham's (MGB) plans to expand into Central Massachusetts and establish an outpatient center in Westborough. My name is Dmitry Finkelberg and I am a gastroenterologist at Marlborough Hospital. I have been proud to care for residents of Westborough, Marlborough and Central Massachusetts for 14 years. Our local hospital and health system is a longstanding community resource, providing emergency care as well as a range of inpatient and outpatient medical, surgical and ancillary services.

As a provider committed to delivering high-quality care at exceptional value, I am deeply concerned that MGB's Westborough proposal will threaten our essential local care institutions and exacerbate health inequities in our region. MGB is choosing to expand into high-income communities that are already well-served by existing providers, rather than into communities in need of quality care options. There are 13 health facilities within a 10-minute drive of the proposed site which provide the same services as those planned for MGB's ambulatory care facility. Furthermore, there are 47 health provider locations, including three hospitals and an ambulatory surgery center, only 20 minutes away from the Westborough site.

Introducing MGB's ambulatory services into one of our region's most affluent areas without demonstrated need will siphon commercially insured patients away from lower-cost, High Public Payer hospitals and health systems such as our own. This would disrupt the balanced payer mix that enables local health systems to maintain operations and make outstanding care accessible for all, regardless of ability to pay. As a result, I fear that community providers could be forced financially to reduce services, raise commercial insurance rates, or do some combination of the two – worsening health disparities that our community providers are working hard to address.

I believe in and welcome competition, but it must be *fair* competition. By duplicating pre-existing services in our community without demonstrated demand, MGB will be establishing competition for the sake of competition to the detriment of patients.

To further examine this proposal's effect on local care and health equity, 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 also 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,

Dmitry Finkelberg, MD
Gastroenterology
Marlborough Hospital

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From: [Barbara DiStefano](#)
To: [DPH-DL - DoN Program](#)
Subject: Proposed Mass General Brigham Westborough Ambulatory Care Facility
Date: Monday, April 12, 2021 9:47:27 AM

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.

Thank you for the opportunity to provide input for your consideration of this proposed facility in Westborough.

Since moving back to the Metrowest area a few years ago, I have explored options for transitioning my medical care closer to home.

It has been very discouraging to discover the limited alternatives of finding primary care physicians who are accepting new patients as well as medical practices that provide the convenience of easy access to specialists and other outpatient services in one location.

When I learned of the proposed outpatient center in Westborough I was excited at the prospect of high quality services under the MGB umbrella being available closer to home, which is especially important as I age and traveling a distance for healthcare becomes more of a concern and hardship.

I sincerely hope this proposal is approved because it is sorely needed.

Thank you.

Barbara DiStefano

From: dcharest4455@charter.net
To: [DPH-DL - DoN Program](#)
Subject: MGB Proposed Facility in Westboro
Date: Wednesday, April 07, 2021 8:40:05 AM

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.

I'm writing to show my support for a facility in Westboro. I am a patient of MGB who lives in Northbridge. Having the expertise and world renowned doctors in Central Mass. would benefit the health of so many in the area and even Western Mass. as getting to Central Mass is much easier than Boston. Having another option for care will only enhance the area and bring jobs and best doctors closer to so many.

I fully support MGB expansion to Westboro.

Thank you.

Sent from my iPhone

DPH Public Hearing DON

Hello,

My Name is David Walton, I appreciate the opportunity to share my concerns with the Department of Public Health about MGB's community expansion plans and intent to establish an outpatient center in Westborough.

I am the CO-owner of Patriot Ambulance Inc. and we provide the "911" services in the communities of Marlborough and Hudson. We have been part of this community for over 20 years. I have served as President of the Marlborough Rotary Club, Chairman of the Marlborough Chamber of Commerce, and presently the Vice Chairman of the Marlborough Economic Development Corp. in Marlborough.

Being familiar with this safety net healthcare provider, I have serious concerns about how Mass General Brigham's proposed expansion will impact health equity and cost of care.

As Rotary President one of our members drove his wife 20 miles each way for radiation because it was unavailable in Marlborough. U-Mass listened to the residents and opened a new cancer center easing their commuting time back and forth with sick relatives, saving valued time with loved ones. My wife uses the infusion center at the Cancer Center for issues with her platelets.

Just as important is the opening of the new Women's Center on the Marlborough campus which brings even more local care for the issues that affect women with local treatment.

One of the biggest issues with MGB's community expansion is the local job situation. Being in business we understand the shortage of RN's, Paramedics, and EMT's in the market. MGB's deep pockets will put additional strain on the staffing of local providers. Financial viability of critical community care providers could be threatened.

My wife sells real estate and the flight from the Cities is real. The market has exploded in the suburbs and MGB's effort to capture this group of people who see an alternative to the big City is ominous. People want space and less congestion; more and more people are also working from home which leaves a large group not commuting to the city and using the cities facilities.

MGB's Strong referral program which they've been developing for over ten years has and will continue to drive or transfer patients to a more expensive care setting away from home and family when they need specialty care, taking business away from affordable, high quality local health care providers.

In order to understand the impact of this proposal, we respectfully request that the Department of Public Health hold an additional hearing to be scheduled after the independent cost analysis has been completed.

Respectfully

David J Walton

178 Prairie St. Concord, Mass 01742

From: [David](#)
To: [DPH-DL - DoN Program](#)
Subject: DoN – Mass General Brigham Incorporated – Multisite - 21012113-AS
Date: Friday, April 16, 2021 4:58:21 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.

David
dmgracia@gmail.com
Southborough

From: [David Doucette](#)
To: [DPH-DL - DoN Program](#)
Cc: [City Council](#); [Mayor](#); [Laura Wagner](#); [Christian Dumais](#); [Robert Tunnera](#); [John Irish](#); [Don Landers](#); [Mark Oram](#); [Mike Ossing](#); [Samantha Perlman](#); [Kathleen Robey](#); dpdoucette@me.com
Subject: Testimony - Mass General Brigham Incorporated – Multisite - 21012113-AS."
Date: Tuesday, April 13, 2021 6:27:51 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.

I appreciate the opportunity to share my comments with Massachusetts Department of Public Health regarding my Determination of Need Testimony - Mass General Brigham Incorporated – Multisite - 21012113-AS.

I testified at the public hearing on April 6th, 2021. as well as attended two meetings of the Marlborough City Council Human Services Committee. Councilor Wagner was excellent in chairing the meetings where the representatives of Marlborough Hospital and Mass General Brigham were able to present and debate their points.

The location of MGB's plan is situated off Rt 9, near the intersection of 495 and the Mass Pike. It is surrounded by 3 city hospitals in Marlborough, Framingham and Milford. This is a blatant duplication of Services. The MetroWest has no scarcity of medical resources, *as long as you have good health insurance*. Instead of competing for health care in a new market, it would be more cost effective for Mass General Brigham to collaborate with existing facilities. Possibly negotiate a long term contract for some floors or wings. This would be more cost effective for the community.

I ask for an independent cost analysis by the Health Policy Commission to take into account the financial costs changes within Marlborough and all the communities associated with this Determination of Need.

Sincerely,
David Doucette
Ward 2 Councilor, Marlborough, MA

From: [David](#)
To: [DPH-DL - DoN Program](#)
Subject: DoN – Mass General Brigham Incorporated – Multisite - 21012113-AS
Date: Wednesday, April 07, 2021 9:25:28 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.

David
davidbdiamond@verizon.net
Westborough

From: [Daniel](#)
To: [DPH-DL - DoN Program](#)
Subject: DoN – Mass General Brigham Incorporated – Multisite - 21012113-AS
Date: Sunday, April 11, 2021 9:56:07 AM

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 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.

Daniel
danpolitica@gmail.com
Westborough

From: [Daniel](#)
To: [DPH-DL - DoN Program](#)
Subject: DoN – Mass General Brigham Incorporated – Multisite - 21012113-AS
Date: Friday, April 16, 2021 4:59:16 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 Westborough resident, who frequently needs to go to MGH/Boston for specialized healthcare, it would be a really good thing if those kinds of services were available to my wife and I, locally. As any resident of Massachusetts knows, entering Boston, the traffic jam capitol of the northeast, is becoming ever more challenging (pandemic slow down excluded). A half hour medical visit chews up better than a half day of one's time. So let's go for it in Westborough!! Regards, Dan Politica

Daniel
danpolitica@gmail.com
Westborough

From: jimncinroy@yahoo.com
To: [DPH-DL - DoN Program](#)
Subject: MG Brigham's
Date: Thursday, April 08, 2021 11:18:09 AM

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.

Competition in medical providers will bring prices down and increase availability of care for all people.

The more the merrier.

Cynthia Roy
Sutton MA

Sent from my iPhone

From: [Craig](#)
To: [DPH-DL - DoN Program](#)
Subject: DoN – Mass General Brigham Incorporated – Multisite - 21012113-AS
Date: Saturday, April 03, 2021 11:26:43 AM

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 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.

Craig
cmpboston@gmail.com
Marlborough

From: [Christina](#)
To: [DPH-DL - DoN Program](#)
Subject: DoN – Mass General Brigham Incorporated – Multisite - 21012113-AS
Date: Saturday, April 03, 2021 11:18:56 AM

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 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.

Christina
gonzoc0882@gmail.com
Marlborough

From: [Christie](#)
To: [DPH-DL - DoN Program](#)
Subject: DoN – Mass General Brigham Incorporated – Multisite - 21012113-AS
Date: Friday, April 16, 2021 4:44:49 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 of Marlborough who for years has utilized the great care from the UMASS system in Worcester until MGB changed their health insurance system to a self-owned product. I am concerned with the MGB's expansion into other areas of the state that could erode and dismantle the existing medical resources in my community through monopolizing and eventually price gouging. As an employee of MGB, I am penalized for utilizing non-MGB providers, and clearly this has been part of a plan to expand into other areas of the state and hold a larger market share. This is problematic in two ways. I cannot be seen by local specialists unless there is MGB expansion, AND if there is an expansion of MGB there will be less pricing competition for people who are not employed by MGB and just want to have adequate care. This has felt like blackmail to me, and I am concerned for my local community and family members who do not have Allways health insurance (MGB owned insurance product), and therefore they would eventually have to pay more money or receive inadequate care from a damaged medical infrastructure. While I am torn between my employer and the needs of my community, I will not be selfish and insist upon the expansion of MGB, which is already quite large, just for my convenience of not driving into Boston.

Thank you for your consideration and time,
Christie Dolan

Christie
dolanchristie@yahoo.com
Marlborough

From: [chinnamma](#)
To: [DPH-DL - DoN Program](#)
Subject: DoN – Mass General Brigham Incorporated – Multisite - 21012113-AS
Date: Wednesday, April 07, 2021 9:28:06 AM

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 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.

chinnamma
chinnammav@hotmail.com
Shrewsbury

From: [Cheng](#)
To: [DPH-DL - DoN Program](#)
Subject: DoN – Mass General Brigham Incorporated – Multisite - 21012113-AS
Date: Wednesday, April 14, 2021 4:24:00 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.

I support this project, and I am looking forward to working with my co-workers at MGH to improve the healthcare experience of residents in the Westborough and the surrounding communities.

Cheng
cwang34@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:

Thank you for the opportunity to comment on Mass General Brigham's (MGB) plans to expand into Central Massachusetts and establish an outpatient center in Westborough. My name is Charles Rosenbaum, MD and I am an oncologist and palliative care provider at Marlborough Hospital. I have been proud to care for residents of Westborough, Marlborough and Central Massachusetts for 38 years. Our local hospital and health system is a longstanding community resource, providing emergency care as well as a range of inpatient and outpatient medical, surgical and ancillary services.

As a provider committed to delivering high-quality care at exceptional value, I am deeply concerned that MGB's Westborough proposal will threaten our essential local care institutions and exacerbate health inequities in our region. MGB is choosing to expand into high-income communities that are already well-served by existing providers, rather than into communities in need of quality care options. There are 13 health facilities within a 10-minute drive of the proposed site which provide the same services as those planned for MGB's ambulatory care facility. Furthermore, there are 47 health provider locations, including three hospitals and an ambulatory surgery center, only 20 minutes away from the Westborough site.

Introducing MGB's ambulatory services into one of our region's most affluent areas without demonstrated need will siphon commercially insured patients away from lower-cost, High Public Payer hospitals and health systems such as our own. This would disrupt the balanced payer mix that enables local health systems to maintain operations and make outstanding care accessible for all, regardless of ability to pay. As a result, I fear that community providers could be forced financially to reduce services, raise commercial insurance rates, or do some combination of the two – worsening health disparities that our community providers are working hard to address.

I believe in and welcome competition, but it must be *fair* competition. By duplicating pre-existing services in our community without demonstrated demand, MGB will be establishing competition for the sake of competition to the detriment of patients.

To further examine this proposal's effect on local care and health equity, 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 also 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,
Charles Rosenbaum, MD
Medical Director, VNA Care Hospice

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 comment on Mass General Brigham's (MGB) plans to expand into Central Massachusetts and establish an outpatient center in Westborough. My name is Chandrika D Jain MD FACP and I am a practicing internist at Marlborough Hospital. I have been proud to care for residents of Westborough, Marlborough and Central Massachusetts for 22 plus. years. Our local hospital and health system is a longstanding community resource, providing emergency care as well as a range of inpatient and outpatient medical, surgical and ancillary services. I was in private practice for several years until 2011 when I joined UMassMemorial Health care system.

As a provider committed to delivering high-quality care at exceptional value, I am deeply concerned that MGB's Westborough proposal will threaten our essential local care institutions and exacerbate health inequities in our region. MGB is choosing to expand into high-income communities that are already well-served by existing providers, rather than into communities in need of quality care options. There are 13 health facilities within a 10-minute drive of the proposed site which provide the same services as those planned for MGB's ambulatory care facility. Furthermore, there are 47 health provider locations, including three hospitals and an ambulatory surgery center, only 20 minutes away from the Westborough site.

Introducing MGB's ambulatory services into one of our region's most affluent areas without demonstrated need will siphon commercially insured patients away from lower-cost, High Public Payer hospitals and health systems such as our own. This would disrupt the balanced payer mix that enables local health systems to maintain operations and make outstanding care accessible for all, regardless of ability to pay. As a result, I fear that community providers could be forced financially to reduce services, raise commercial insurance rates, or do some combination of the two – worsening health disparities that our community providers are working hard to address. As it is several providers in the community are already affected by the pandemic

I believe in and welcome competition, but it must be *fair* competition. By duplicating pre-existing services in our community without demonstrated demand, MGB will be establishing competition for the sake of competition to the detriment of patients and not provide care after hours

To further examine this proposal's effect on local care and health equity, 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 also 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,

Chandrika D Jain MD FACP
Chair
Department of Medicine
Marlborough Hospital
157 Union Street
Marlborough MA

44 Central Street
Suite 1
Berlin MA 01503



Chandrika.jain@Umassmemorial.org

 **UMass Memorial Health**
MARLBOROUGH HOSPITAL
157 UNION STREET
MARLBOROUGH, MA 01752
[REDACTED]

 **UMass Memorial Health**
HEALTHALLIANCE-CLINTON HOSPITAL
60 HOSPITAL ROAD
LEOMINSTER, MA 01453
[REDACTED]

April 14, 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 Charles Cavagnaro. I am a physician and the Chief Medical Officer at UMass Memorial - Marlborough Hospital and UMass Memorial HealthAlliance-Clinton Hospital, community hospitals in the UMass Memorial Health system.

I am writing to inform you that I oppose the planned Mass General Brigham outpatient ambulatory center expansion into Westborough. I do so because despite the veneer that MGB has put on its motives, this is clearly a reach to increase their commercially insured market share from that region and to add to their net revenues without shouldering or bearing the burden of caring for the region's under insured, uninsured or less favorably insured.

The burden to care for underserved members in our communities will continue to be borne by safety net hospitals like Marlborough Hospital and UMass Memorial Medical Center. If MGB is successful with its expansion plans, that burden will increase as the area's safety net hospitals will lose a much-needed source of commercial insurance revenues that helps to offset the care of the under- and uninsured. For a small community hospital like Marlborough Hospital that already finds it difficult to continue to offset the safety net cost of care, such a move by MGB is worse than devastating. In fact, it can and will affect the hospital's survival.

Simply put, when MGB raids our market for a share of better insured patients, how can we continue to make ends meet? The cost of everyone's care will go up as care at MGB is more expensive. Few safety net patients are mobile enough to leave their communities where they currently receive care and head east to Boston. It certainly seems that MGB has "cherry-picked" this location for that very reason.

As the Chief Medical Officer, I know the quality of care that UMMHC's community hospitals provides to our patients. We are leaders in reducing mortality, improving efficiency of care, reducing patient harm events, and increasing access to both critical care and primary care. So, I ask you to consider what will happen to our patients when our community hospitals can no longer care for these patients because MGB has made our situation unsustainable? Additionally, Marlborough Hospital also has a Behavioral Health In-Patient Unit that serves the same safety net population we have been discussing. Given the continuing shortage of psychiatry inpatient beds, our ability to maintain this unit will also be adversely affected by siphoning *off* commercially insured patients who will go to the MGB center in Westborough.

Please consider the downstream effects of MGB's expansion plans to come to Westborough. We are certainly able to compete within our market when the playing field is level and all share in caring for all patients.

I am making a request that the Department of Public Health require MGB to hold another public hearing on this application Also, I am asking that DPH require that the Health Policy Commission conduct an independent cost analysis .

Thank you.

A handwritten signature in blue ink, appearing to read "Charles Cavagnaro, III, MD, FACP". The signature is fluid and cursive.

<signature on file>

Charles Cavagnaro, III, MD, FACP

Corporate VP and Chief Medical Officer

UMass Memorial Health - Marlborough Hospital

UMass Memorial Health - HealthAlliance-Clinton Hospital

Catherine Bisol
212 Hudson Street
Marlborough, MA 01752

Department of Public Health, Determination of Need Program

DoN Support

67 Forest Street

Marlborough, MA 01752

April 8, 2021

Dear DoN Support Committee Members:

I am writing in opposition to the expansion of Mass General Brigham planned ambulatory care center in Westborough. What types of services would they be providing at this location? How will this impact current services of the surrounding hospitals in Marlborough, Framingham, and Milford? Will they be using current personnel from their Boston affiliates to staff this location? Will patients still be directed to the Boston area?

Although an expansion of Boston medical services in the MetroWest area sounds great, it does not always mean the patient will receive those services within the MetroWest area. Mass General Brigham patients had to wait to be invited to get the Covid vaccine. Once an invitation was sent, patients were directed to Boston area locations including Somerville, which is not an easily accessible location from MetroWest. You could not book an appointment at your local doctor's office. Since they were proposing an expansion with "some 40,000 MGB patients within 20 minutes of the Westborough site," it would have been a nice gesture to offer Covid vaccines to the residents in this targeted area. It would have shown MGB truly wanted to expand services to their patients closer to their homes instead of redirecting them to Newton and closer to Boston.

I have concerns that expanding MGB to Westborough and the other suburbs is a way for them to redirect patients to their bigger facilities instead of servicing the patients in the communities.

Sincerely,

<signature on file>

Catherine Bisol

From: [Casey Burns](#)
To: [DPH-DL - DoN Program](#)
Subject: Mass General Brigham Incorporated – Multisite - 21012113-AS
Date: Thursday, April 08, 2021 9:03:15 AM

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.

My name is Casey Burns - I am the Director of the Coalition for a Healthy Greater Worcester. We are also known as CHNA -8 and are a regional community coalition responsible for community engagement, capacity building and assessment for public health. We have over 200 members regionally and primarily do our work through development and implementation of the regional Greater Worcester Community Health Improvement Plan. UMass Memorial has played a pivotal role in the funding and sustaining but also partnering and guidance of our work for over 20 years. This support enables core sustainability of our racial equity training and leadership development initiatives, community conversations and priority setting for community health, information sharing and network building among partners. We, as many grassroots, faith based and cultural organizations rely on both financial and partnership support from UMass memorial and would face substantial losses if the stability of their support would be threatened.

In addition of our long term ongoing partnership with umass memorial pandemic have been seen this and the impact that equity services in testing and vaccine and SDOH care that umass memorial has responded with. Through the equity taskforce and other tables UMass memorials collaborative orientation has made neighborhood level testing and vaccine roll outs happen and has clearly demonstrated in our data the meaningful difference that these equity based initiatives have made to our hard hit communities.

We are hopeful that you will consider the instability that these critical services will face with the disruption and threat to health equity that this proposed expansion creates.

--

Casey Burns, Director

[\[REDACTED\]](#)
casey@healthygreaterworcester.org
www.healthygreaterworcester.org

The Coalition does not discriminate on the basis of disability. We will provide auxiliary aids and services, written materials in alternative formats, and reasonable modifications in policies and procedures to persons with disabilities upon advance request. . Contact Casey Burns at [\[REDACTED\]](#) or casey@healthygreaterworcester.org

From: [Carol](#)
To: [DPH-DL - DoN Program](#)
Subject: DoN – Mass General Brigham Incorporated – Multisite - 21012113-AS
Date: Saturday, April 10, 2021 2:05:27 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.

Carol
carollike1@aol.com
Northborough

71 Nourse Street
Westborough, Ma.
01581

To: Department of Public Health

RECEIVED

From: Carole A. Jolie

APR 13 2021

April 9, 2021

Re: MGB Satellite Site in Westborough

MA Dept. of Public Health
67 Forest St
Mansfield, MA

I have lived in Westborough for 84 years and am now 87 years old. My husband Don and I have been receiving our healthcare from Mass. General Hospital for the past 25 years. Through these years he and I each saw about 10-11 specialist at the hospital. These visits have included major and minor illnesses including a quadruple bypass and pacemaker for Don which allowed him to live an additional 8 years. Sadly he passed away last April of Covid 19.

I have had atrial fibrillation for 20 years of that time which Dr. Boucher my cardiologist and the electrophysiologists helped me to manage. I had two ablations done on my heart and a pacemaker installed. I have had 4-5 admissions concerning this afib over the years and I always found everyone on staff to be extremely skilled, kind and patient. My emergency room visits were staffed by wonderful personnel also. I have sleep apnea so that makes my afib control more difficult.

A Mass General site here in Westborough would be a godsend for me as I live about 4 miles from the proposed site. My worry is as I age further I might not be able to get to MGB care. This would certainly ease that great worry as much of my care could be nearby.

Presently I have to drive from Westborough to MGB

on Route 128 in Waltham for blood draws etc. I am still driving but if I no longer can then my access to the MGB care I rely on would become very complex.

I respectfully request that MGB be allowed to locate a satellite clinic in Westborough. Thank you.

71 Nourse Street

Westborough, MA 01581

April 9, 2021 (received April 13, 2021)

To: Department of Public Health

From: Carole A. Jolie

Re: MGB Sattelite [satellite] Site in Westborough

I have lived in Westborough for 84 years and am now 87 years old. My husband Don and I have been receiving our healthcare from Mass. General Hospital for the past 25 years. Through these years he and I each saw about 10-11 specialist at the hospital. These visits have included major and minor illnesses including a quadruple bypass and pacemaker for Don which allowed him to live an additional 8 years. Sadly, he passed away last April of Covid 19.

I have had atrial fibrillation for 20 years of that time which Dr. Boucher my cardiologist and the electrophysiologists helped me to manage. I had two ablations done on my heart and a pacemaker installed. I have had 4-5 admissions concerning this afib over the years and I always found everyone on staff to be extremely skilled, kind and patient. My emergency room visits were staffed by wonderful personnel also. I have sleep apnea so that makes my afib control more difficult.

A Mass General site here in Westborough would be a godsend for me as I live about 4 miles from the proposed site. My worry is as I age further I might not be able to get to MGB care. This would certainly ease that great worry as much of my care could be nearby.

Presently I have to drive from Westborough to MGB on Route 128 in Waltham for blood draws etc. I am still driving but if I no longer can then my access to the MGB care I rely on would become very complex.

I respectfully request that MGB be allowed to locate a satellite clinic in Westborough. Thank you.

From: [Carole](#)
To: [DPH-DL - DoN Program](#)
Subject: DoN – Mass General Brigham Incorporated – Multisite - 21012113-AS
Date: Monday, April 05, 2021 8:12:25 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 residents of Marlborough, my husband and I support Mass General Brigham's project to provide the same healthcare we receive today in Boston closer to our home. We need more access to care in our community – especially behavioral health, which this site will provide. The reason we choose to receive our care in Boston or Newton, is because we are not able to find quality care in our area. As we age, this drive presents more challenges so we are very excited at the prospect of going to Westborough!!

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.

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

Carole
ccappello@comcast.net
105 Pheasant Hill Road

From: [Carol](#)
To: [DPH-DL - DoN Program](#)
Subject: DoN – Mass General Brigham Incorporated – Multisite - 21012113-AS
Date: Monday, April 12, 2021 3:48:03 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 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.

Carol
forchiellcarol32@gmail.com
Shrewsbury

From: [Kristin](#)
To: [DPH-DL - DoN Program](#)
Subject: DoN – Mass General Brigham Incorporated – Multisite - 21012113-AS
Date: Friday, April 16, 2021 2:35:48 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 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.

Kristin
Kcarmichael51@gmail.com
Westborough

From: clubcandy@aol.com
To: [DPH-DL - DoN Program](#)
Subject: Proposed MGB Medical Facility in Westborough, MA
Date: Saturday, April 10, 2021 4:01:57 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.

To whom it may concern:

I am writing to express my approval and to urge Mass DPH to approve of the proposed MGB Outpatient facility to be built in Westborough MA on 1400 West Park Drive. I am the mother of an adult child whom for the last 35 years have been caring for 24/7 due to a cancerous brain tumor (medulloblastoma) and most recently a devastating stroke.

My family and I use many medical facilities throughout MA depending on what the medical issue or need is. Mostly for my care and that of my daughter we receive care in the Boston Hospitals, including MGB and Tufts.

If we were to see MGB Outpatient facility come to fruition in Westboro it would truly be a blessing for my family as well as 1000's of other families from Westborough and the surrounding areas. I know firsthand of how draining it is to commute to Boston hospitals for appointments. From the Westborough area a morning appointment means a 2 hour commute each way, tolls, expensive parking and gas. I personally lose quality time with my daughter that you can't put a price tag on.

A Mass General Brigham Outpatient Medical Facility would truly be an asset to residents of Westborough and surrounding areas. So many current MGB patients will be able to conveniently get their medical care locally. Due to the ongoing Covid19 pandemic, our world has forever changed. Insurance companies and medical providers have now seen tele-visits WORK. Businesses and major corporations have learned working from home WORKS. Working from home is here to stay, there is less commuting and less pollution, all good. With so many now working from home, medical care in Boston and surrounding areas won't be as convenient to them. MGB Outpatient care in Westborough would be the new go to location for them!

There has been and will continue to be a market shift in how and where medical care and services are provided. With all the new amazing technology that has come over the years and all that will continue to come in the future – OUTPATIENT care and surgeries have and will become more and more prevalent. I believe as of 2018 Medicare and Medicaid now only cover knee replacement surgery in an outpatient setting. Now here's some food for thought -There is going to be even a greater market shift to outpatient ambulatory surgery facilities in the years to come. For example, according to Monogram Orthopaedics a new full knee replacement in a hospital setting costs roughly \$30,249, however in an outpatient surgical suite the cost drops down to approximately \$19,002. Monogram believes with lower outpatient costs significant volumes of patients will be driven away from the high volume hospitals. With that said, lets be realistic- the MGB Outpatient Medical Facility is NEEDED and will be even more so as the years go by. MGB is right on track seeing the local need in our area, as well as planning for the future uptick we will see in outpatient care in the very near future. Monogram Orthopaedics states that globally in 2020 there were 167.8 thousand robotic assisted knee replacements and forecasting by 2027 there will be roughly 514.2 thousand robotic assisted knee replacements! That's more than double. A MGB Outpatient facility that includes Orthopaedic services as well as many other specialties including Primary Care, Neurology and Mental Health will be invaluable to the central Massachusetts community .

We need to plan and build for the future. There are over 42,000 MGB patients in Westborough and the surrounding areas. Now is the time to accept the future of how and where medical services will be provided. Say YES to the new MGB Outpatient Medical Facility. It will make a huge difference in the lives of many.

Candace Roderick

5 Hadley Lane

Westborough, MA 01581

From: [Andrea Caceres](#)
To: [DPH-DL - DoN Program](#)
Subject: SHARE's Comments Concerning the Massachusetts General Brigham, Inc. Expansion Project in Westborough, MA
Date: Thursday, April 15, 2021 3:28:02 PM

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April 15, 2021

Massachusetts Department of Public Health
Determination of Need Program
67 Forest Street
Marlborough, MA 01752

RE: SHARE's Comments Concerning the Massachusetts General Brigham, Inc. Expansion Project in Westborough, MA


To Whom It May Concern:

By these means, the SHARE union is submitting written testimony in opposition of the Massachusetts General Brigham (MGB) expansion project in Westborough, MA. Below, you will find a collection of written testimony from several union members, union organizers and doctors.

By way of background, SHARE is the largest union in Central Massachusetts. We represent over 3,200 technical and clerical workers at UMass Memorial Medical Center and UMass Memorial Marlborough Hospital. We believe that this expansion project poses a big threat to the job security of many of our union members and a big risk to the financial stability of the safety-net hospitals our union members work at. We urge the Department of Public Health to examine the MGB proposal carefully, allow for the Health Policy Commission to do an independent cost analysis, and make the right decision to protect good local jobs.

Should you have any questions, please do not hesitate to contact us.

Thank you,
Andrea Caceres

Andrea Caceres
SHARE Organizer

andrea.caceres@theshareunion.org
www.theshareunion.org

Andrea Caceres
SHARE Union Organizer
17 Beech Glen Street, Boston MA

"The mission of UMass Memorial Health is to provide health services to the local community and expand access to the underserved and those who cannot afford care. In fact, a large proportion of patients that come to UMass are on MassHealth or uninsured. In our hospitals, we even represent workers whose primary role is to work directly with our patients to help them find the resources that they need so that they can afford and have access to healthcare. As we all know, safety-net hospitals like ours, are only able to balance the books if we can keep patients who hold private health insurance. MGB is strategically locating their proposed clinics in relatively wealthy towns to attract the better paying patients, and leaving UMass to care for the rest. Our hospitals will not survive financially.

Central Mass already offers plenty of the outpatient services MGB is proposing to open in Westborough. In fact, a large proportion of our union members are the ones who deliver these types of services. If our hospital is not able to maintain these outpatient services open and thriving, this could mean many jobs losses and layoffs. Marlborough Hospital and other local community hospitals will not be able to sustain themselves without those very patients that hold private insurance and that MGB is planning to capture.

Our union is tasked with creating and protecting good jobs, with good benefits --it's good for the community and the local economy. We also care that our hospitals, especially our community hospitals, continue to thrive and continue to serve our residents. Many of our union members and their families are also patients at many of our clinics. They work hard to deliver good care to the community and in return they trust getting their care locally --it's a positive feedback loop. Our union is requesting to not allow MGB destroy this equilibrium and to deny their proposal."

Melissa Green
Surgical Technologist
UMass Memorial Marlborough Hospital
192 Pleasant Street, Leominster, MA 01453

"I hope people get fired up about this. A big new shiny building isn't going to necessarily be better or give you good care. A sparkling waiting room isn't going to give you good care. Marlborough Hospital is a small community hospital. We don't have big parking garages; you don't have to pay to park. You're greeted at the door when you come in, even before COVID. We play a vital role in the community, and we serve an under-served part of the community. It would be a shame if MGB came into town, because I worry that we would have to close eventually."

Philippe Berry
Scheduler
UMass Memorial Medical Center
25 Vose Street Framingham, MA 01702

"It's imperative for our commonwealth to monitor the care being offered, given, and received in our communities. Not only should we be conscious of the opportunities available for our constituents, but we should be mindful of the organizations that are improving the social determinants of health, therefore alleviating the cost of healthcare for the state. UMass Memorial has consistently shown up for the community in physical, financial, and social capacities elevating the standards of care in Massachusetts and across the country. UMass serves the most vulnerable individuals in our community, supports the community with investments in furthering their care

capacity, and provides resources for our safety-net patients in ways that MGB doesn't. Massachusetts and the DPH should not let MGB snipe out high-income, private-pay insurance holders in the Westborough area in order for them to churn a larger profit while not serving the disenfranchised in our community in an equal or greater capacity with which UMass serves them."

Tracy O'Donnell
Sr. Administrative Assistant to Hospital Medicine
UMass Memorial Medical Center
7 Bolton Street, Worcester, MA 01604

"The expansion of MGB to Westborough is not going to be beneficial to UMass Memorial as a whole, our employees or patients. I oppose this proposal."

Tapethia Bergman
Rehab Aide
UMass Memorial Marlborough Hospital
41 Briarwood Lane, Marlborough MA 01752

"Please do not approve the MGB expansion in Westborough"

Isabel Ibbitson
Spanish Medical Interpreter
UMass Memorial Medical Center
8 Metcalf Drive, Holliston, MA 01746

"I have serious concerns about how this expansion would affect our job security at UMass."

Mary Baker
Operating Room Scheduling Coordinator
UMass Memorial Marlborough Hospital
109 Endicott Street, Worcester, MA 01610

"I previously lived in Marlboro for 35 years. I raised my 4 children and grandchildren and have worked at Marlboro Hospital for 40 years and would not want to leave. It is a small-well organized and efficient Hospital. When you go to Marlboro Hospital -you are not treated at as "Pt 245819(any number)". We have a variety of age groups, genders, nationalities working here. All staff are friendly and treat patients like they would want to be treated. The addition of a big facility in the center of the community or nearby community would deter patients from coming to Marlborough Hospital - as they will think it might be better. I feel that this is a community facility that serves a very large number of patients, and their primary purpose is keeping everyone happy and safe. Please do not allow this to happen. The big city hospital is for more difficult traumas, and they already serve those needs to those communities. Marlborough Hospital serves the community and surrounding communities as a family-orientated business."

Padma Vaddepati,
Medical Secretary
UMass Memorial Medical Center
27 Sandpiper Dr, Shrewsbury MA 01545

"We need equity and protect our jobs."

Cheryl Ferriter,
Certified Medical Assistant
UMass Memorial Medical Center
51 Shrine Ave, West Boylston, MA 01583

"I think about patient care for all, not just the wealthy. UMass gives quality care to all who need it, especially during the COVID pandemic. When people lost their jobs and health insurance, UMass helped them find an insurance plan they could afford. Just because they are a Boston hospital, that does not mean they have better care or better providers. The MGB complex in Westborough affects every employee at UMass, in the way of potential job loss. All employees need to support management in the fight against the MGB expansion."

Christean Hughes,
Billing Representative
UMass Memorial Medical Center
D Street Worcester, MA 01610

"I am concerned with them coming in and taking our private insurance patient. This will cause many departments to close people and it could possibly lead to layoffs because there wouldn't be enough work."

Laurie Abernathy,
Collections Representative
UMass Memorial Medical Center

"UMass Memorial Healthcare supplies healthcare to the large population who are socially and financially disadvantaged patients in the region. MGB moving to this area will increase healthcare costs. Where is the population going to go to meet their healthcare needs?"

Donna Barton,
Patient Registrar
UMass Memorial Medical Center
605 Browning Lane, Worcester, MA 01609

"Yet again, this is all about money and profits for a big company with disregard for equal treatment for all patients and employees. Lower-income patients, availability of equitable healthcare, and an unequal insurance payment, as well as job security are paramount."

Sara Gonzalez
CNA/Patient Transporter
UMass Memorial Marlborough Hospital
37 Randall St, Southbridge, MA 01550

"I think we all work very hard and through the pandemic we've all dealt with a lot, but never hesitated to show up and do our job. To bring another hospital in the area to take away from our community and fellow employees would be a very terrible idea and a burden to those who depend on Marlborough Hospital. Our community is accustomed to Marlborough Hospital for many reasons, especially those who rely on the convenience of Marlborough in so many ways ,

please don't take that away from us!

Mary Salmond
Surgical Technologist
UMass Memorial Marlborough Hospital
43 Whalon St Fitchburg, MA 01420

"Do not approve MGB because the cost of healthcare will increase, the pool of providers will not increase, and it will hurt small community hospitals who play a vital role in serving the underserved."

Ayodeji Adeyinka
Mental Health Associate
UMass Memorial Marlborough Hospital

"Please do not approve the MGB expansion into Westborough."

Jane Brecken
Administration Technician
UMass Memorial Marlborough Hospital
41 Eldorado Dr. Marlboro, MA 01752

"MGB will take away UMass patients, threatening jobs at our hospitals. Taking away private insurance patients which, our hospitals need to get paid more is not good, bottom line. This will increase our health insurance cost which means taking more money from our weekly paychecks. I have been working for Marlboro Hospital for over 30 years and I love my job and I would hate to see the community hospital have to close because of this. We are a family and I consider the hospital my home away from home. Please don't let MGB come to Westboro!"

Diane Lencky
Mammographer
UMass Memorial Marlborough Hospital

"MGB could threaten our small community hospital by pulling patients away, take away jobs and increase healthcare cost."

Michael Prockett
Lead Ultrasound Technologist
UMass Memorial Marlborough Hospital
413 Pleasant St. Marlborough, MA 01752

"I have worked at Marlborough Hospital for many years, and I can tell you firsthand that our imaging department always has the time and resources to add on 3-4 new unscheduled patients each day. These open slots fill in the time not taken by our regularly scheduled outpatients. If we are not filling our schedule every day, how can another hospital say there is a need for additional medical sites to fulfill the needs of the public?"

Lori Scricco
Surgical Technologist
UMass Memorial Marlborough Hospital

6 Avon Drive Shrewsbury MA 01545

"I do not want an MGB facility to be built in Westborough. It will take away from our community hospital and drive up the cost of healthcare, which is already high. It will take away many jobs."

Markian Stecyk
Chief of Surgery, MD
UMass Memorial Marlborough Hospital
245 Stow Road, Marlborough, MA

"Community hospitals like Marlborough Hospital are the backbone of healthcare delivery in the communities. MGB will threaten the survival of community medical facilities which provide the bulk of care and access for less fortunate patients. MGB is expensive and will not diminish healthcare costs but will rather raise the cost of healthcare delivery and health insurance premiums. The effect on the communities is devastating in terms of job loss and healthcare access. Furthermore, there is no demonstrable need for the proposed expansion in Westborough. I strongly urge DPH to deny this MGB expansion."

Fiorella Souza
Medical Administrative Secretary
UMass Memorial Medical Center

"I'm concerned about the increase in cost for patients as well as for the job security for my co-workers."

From: [Cortlandt](#)
To: [DPH-DL - DoN Program](#)
Subject: DoN – Mass General Brigham Incorporated – Multisite - 21012113-AS
Date: Friday, April 09, 2021 2:30:29 PM

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As a resident of Ashland and an employee of Mass General Brigham, I strongly believe this ambulatory-based offering is essential to this community. The entire concept of MGB Integrated Care is designed to provide access to the some of the world's best physicians in downtown Boston, but with the convenience and cost of the community model.

It has been far too long that we have asked patients to drive into the city, deal with traffic and parking garages, to receive basic services like imaging and elective outpatient procedures. With this new facility, families from Westborough, Southborough, Ashland, and surrounding towns can receive these same services - by the same providers - and be back in the comforts of their home within minutes.

This program is more than bricks and mortar. Through the use of innovative technologies, the patient experience will be much easier than anything else in the market. My neighbors, my family, and everyone else in the area deserve this new way of delivering healthcare in our backyard.

Cortlandt
cmontross@partners.org
Ashland