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DPH Determination of Need Public Hearing Testimony

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While I am not able to attend this evening's proceeding, I would like to express my strong written support for the proposed ASC on the Lawrence Memorial Campus in Medford. Currently, I serve as the Director of Ambulatory Surgery Centers for Shields Healthcare and Administrator of The Surgery Center, providing administrative leadership and oversight for the recently opened nine OR Ambulatory Surgery Center in Shrewsbury Massachusetts (the largest freestanding surgery center in New England). My experience across the care continuum provides a unique perspective on the operational advantages of the proposed newly developed surgery center over the existing, current care delivery models.

The dynamic shift in the market towards value based care necessitates an alternative approach to care delivery that drives quality and efficiency to create a lower total medical expense. From an operational perspective, ambulatory surgery centers such as the proposed project in Medford streamline all aspects of the care delivery process from room turnover time, surgeon block time scheduling, centralized management and billing, standardized care delivery protocols and procurement, and even accessibility to the facility itself.

The delivery of the highest quality patient care is our top priority. We take great care in establishing care protocols to ensure safety and satisfaction that comply with the industries standards and benchmarks. This process starts before the patients enters the doors of the ASC, by offering access to price transparency tools that enable the patient to actively participate in their purchase decisions. This is particularly important as patients continue to take on more financial responsibility for their care through high-deductible health plans, and as healthcare becomes more consumer-driven. Patients can take comfort in the fact that the care they receive at the ASC is up to 40% less expensive than the same care at a traditional hospital. Additionally, patients are engaged in their care by taking an active role in the electronic pre-operative registration process. Patients benefit from translation services at both pre-registration and during their visit at the ASC, where patients are supported by a service that includes more than 240 languages; ensuring culturally appropriate care.

All patients will also receive detailed written discharge instructions from their care team. A nurse will review the instructions with the patient and the family at the time of discharge. Each patient will receive a brightly colored folder to ensure the patient cannot misplace the instructions. Additionally, the surgeon has the ability to record the post-operative video message, which details the surgery and post-operative instructions. This video will be embedded into electronic post-operative instructions along with the same hard-copy information the patient received at the facility. The electronic information will also be emailed, using HIPAA-compliant protocols, so in the event that the patient or family misplaces the hard copy, they will have the same instructions in their email inbox. This affords the surgery center and the surgeon the opportunity to guarantee the patient is armed with the appropriate discharge information, and ensure a safe and speedy recovery. This double-pronged

approach has proven to be successful at other ASCs, and facilitates continuous communication with the patient, thereby improving patient satisfaction and quality of care.

Further, the ASC's Electronic Medical Record (EMR) allows for the preoperative record to be exported and shared electronically with the patient's primary care physician or others on the patient's care team. Additionally, the medical record is also available in the surgeon's clinic, enabling the surgeon to review and discuss the patient's outcomes when outside the ASC.

The examples provided here are just a small sample of the advantages and careful considerations we have made at The Surgery Center and that can be implemented in the proposed ASC. I hope my operational insight has offered testimony on how the proposed Medford ASC can ensure the patients of this community will have access to the highest quality care delivered with the highest efficiency. To ensure this benefit is provided to this community, I strongly encourage your support for this project.