Shields Healthcare of Cambridge, Inc.

DoN# 22020311-RE

*Responses should be sent to DoN staff at* DPH.DON@State.MA.US

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| --- |
| While you may submit each answer as available, please * List question number and question for each answer you provide
* Submit responses as a separate word document, using the above application title and number as a running header and page numbers in the footer
* When providing the answer to the final question, submit all questions and answers in one final document
* Responses must be available in PDF and source document (excel preferred for data and word for narrative)
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1. **Provide additional Patient Panel information:**
	1. Gender for FY18 and FY19. **(See table below)**

|  | **2018** | **2019** | **2020** |
| --- | --- | --- | --- |
| **Gender** | **4,441** | **4,337** | **3,288** |
| Male | 49% | 47% | 48% |
| Female | 51% | 53% | 52% |

* 1. Patient origin—the top 10 towns/zip codes for FY18-FY20 **(See table below)**

| **Shields Brighton Top 10 Patient Towns** |
| --- |
| **Zip Code** | **Town Name** | **FY 2018 Volume** | **FY 2019 Volume** | **FY 2020 Volume** |
| 02138 | Cambridge | 476 | 510 | 313 |
| 02472 | Watertown | 280 | 290 | 245 |
| 02135 | Brighton | 223 | 223 | 215 |
| 02478 | Belmont | 213 | 181 | 173 |
| 02139 | Cambridge | 187 | 150 | 148 |
| 02143 | Somerville | 125 | 112 | 85 |
| 02134 | Allston | 113 | 96 | 75 |
| 02140 | Cambridge | 93 | 91 | 77 |
| 02144 | Somerville | 87 | 73 | 59 |
| 02446 | Brookline | 86 | 114 | 72 |

* + 1. For FY20, ~58% of patients were from Middlesex County and ~24% from Suffolk County. The entire breakdown of volume by county can be seen below for FY20. Important to note that ~6% of volume came from counties outside of MA, primarily driven by out-of-state students attending school in Massachusetts (Harvard, BU, Northeastern, etc.) **(See table below)**

| **County Name** | **FY 2020 % of Total** |
| --- | --- |
|  Middlesex | 58.36% |
| Suffolk | 23.81% |
| Norfolk | 7.73% |
| Outside of MA | 5.75% |
| Essex | 1.98% |
| Worcester | 0.76% |
| Plymouth | 0.70% |
| Bristol | 0.43% |
| Barnstable | 0.36% |
| Hampden | 0.09% |
| Hampshire | 0.03% |

1. **For the measures listed to assess the impact of the Proposed Project, define the numerator and denominators for each measure. (pg. 20)**

**Patient Experience/Satisfaction**

Measure: 5,000 year 1 MRI scans/ 12 months \*40%

The minimum monthly patient participation is expected to be ~40% response rate. This translates into on average 167 responses monthly in year 1. (5,000 year 1 MRI scans/ 12 months) \* (40%). The overall satisfaction minimum per month is 90% satisfaction rating. Any critical responses will be acted upon within 30 days.

**Wait Times-Backlog**

Measure: date of order/referral to date of appointment.

The number of times scanning day utilization is greater than 90% and adjustments are made to the schedule.

**Important Finding Alert ("IFA"):**

Measure: Number of IFA/Total Volume Number

**Quality of Care - Quality of MRI Scan**

Measure: The number of patients who returned for a scan within 48-hour time period/total patients in 48-hour time period

1. **The Applicant describes holding a virtual community engagement forum, and patients, families, and community members were engaged in the meeting. (pg. 24)**
	1. How many attended the virtual meeting? How representative were the attendees of the Patient Panel?

The Applicant sent out the invitation to the virtual forum to patients who previously received care at the center. Additionally, a poster announcing the event was placed at a prominent location within the center. Though the Applicant corresponded via email with one of the invitees, none of the invitees attended the virtual meeting.

* 1. The Applicant states that the meeting “provides an opportunity for public comment on the Proposed Project.” How was the Proposed Project was received? What feedback was provided, if any?

No additional feedback was provided.

1. **Please explain:**
	1. the patient referral process; and

Patients are referred by a physician via phone, fax, or EMR.

* 1. the discharge planning process
		1. How do you ensure continuity of care, particularly communication with patient’s primary care provider (in addition to using the EMR)?

The Applicant’s reports are dictated and signed off by radiologist. These reports are then immediately released to the referring physician via fax, portal, EMR.

* + 1. How are patients’ goals and treatment preferences considered?

The Applicant’s staff is specially trained to help keep patients relaxed and [its equipment](https://shields.com/wp-content/uploads/1.5T-vs.-.3T.jpg) helps minimize anxiety so patients can complete their scans successfully. If a patient is prone to claustrophobia or panic attacks, the Applicant schedules time with them before their exam to show them the equipment and walk them through the procedure as a way to help ease their anxiety.