

Cambridge Health Alliance

CHA SERVICE RECONFIGURATION PLAN PROGRESS REPORT – APRIL 2009

LAST UPDATED 03/31/09

In January, CHA announced changes to our healthcare system. This affects some hospital, primary care, mental health, and specialty services. Here is an update of our progress.

We secured funding to support our reconfiguration plan.

- Over the past few months, we have worked closely with the state to restore our FY09 government funding. We were supported in this by more than 40 elected officials, representing federal, state, and city government.
- On March 25, Governor Deval Patrick held a press conference at CHA, announcing that federal recovery dollars will be used to restore the \$40 million that had been cut from our FY09 budget. He also stated that our funding for next year will remain as planned.
- Our reconfiguration plan assumed restoration of our FY09 funds and a commitment for funding in FY10. Without these funds, the changes to our services would have been much more extensive and severe.

We kept our patients and communities informed of the changes.

- CHA created a Changes Information Service to answer all patient, community and staff questions. The service is available by phone and email, and is staffed by interpreters and other multilingual employees.
- We contacted thousands of patients directly through letters and phone calls, and created a website with details on the changes.
- We conducted extensive community outreach with faith-based groups and other local agencies. Public Service Announcements ran on Haitian Creole radio. Our outreach workers continue to spread the word.

We involved our staff, patients, and communities in the process.

- Community meetings were held in February in Cambridge, Somerville, and Everett. More than 75 community members attended each meeting to provide input to CHA Board Members and leadership.
- CHA staff forums were also held in February at our hospital campuses and our Station Landing offices. Hundreds of employees representing all levels of the organization attended.
- Patient meetings were held in March two times at each primary care site undergoing changes in FY09. These meetings gave patients an opportunity to discuss the changes and voice individual concerns.
- Most recently, we created Primary Care Transition Teams to help us plan the actual moves. The teams include both patients and staff. Our goal is to make things as easy as possible for our patients.

Key service changes have been implemented and the remaining changes are on schedule.

- A summary of CHA Services and Changes is detailed on the other side of this document.
- Many CHA staff members have been and will be affected by these changes. We are proud of our staff's professionalism and commitment to our patients during these difficult times.

Please turn over for a summary of CHA health services and service changes.

Do you have questions about our changes? The CHA Changes Information Service can help. We can be reached at **617-575-5700**. You can also email us at **changes@challiance.org**. Or, visit **www.challiance.org/changes**.

STATUS OF SERVICE CHANGES

- March 27, 2009** One of our four Adult Inpatient Psychiatry units closed (Cahill 3). This was at the Cambridge Hospital campus. We are now renovating the space. Our Adolescent Assessment Unit will move here June 8.
- March 31, 2009** Our Inpatient Pediatrics Unit closed. This was at the Cambridge campus. We have a new partnership with Mass General Hospital for children who need overnight care. We will still have 24-hour emergency care for children at our three hospital campuses. We will also have overnight care for infants in our Level 1B newborn nursery. We are now renovating the space for an expanded Medical/Surgical inpatient service in June.
- April 6, 2009** The Lewis 2 Adult Psychiatry Unit at the Whidden campus will reopen to general adult psychiatry patients.
- April 22, 2009** Inpatient Geriatric Psychiatry services at the Somerville campus will move to Lewis 2 at the Whidden campus. Lewis 2 will provide adult and geriatric inpatient psychiatry care.
- May 1, 2009** The Everett dental practice will close. Patients will be seen at the CHA Somerville dental practice at CHA Assembly Square, and the Cambridge dental practice at the Windsor Street Health Center. In the fall, the Somerville dental practice will be consolidated at Windsor Street.
- May 21, 2009** North Cambridge Health Center practice will move to Cambridge Family Health North.
- May 29, 2009** Winthrop Primary Care will close. Patients will be referred to Revere Family Health.
- June 1, 2009** Inpatient Step-Down Unit at the Cambridge campus will close and integrate with the medical/surgical services.
- June 8, 2009** The Adolescent Assessment Unit will move from the Somerville to the Cambridge campus.
- June 15, 2009** Inpatient medical/surgical services will move from Somerville to the Cambridge campus.
- June 22, 2009** Riverside Health Center practice will move to Windsor Street Health Center.
- June 29, 2009** East Somerville Health Center practice will move to CHA Broadway Health Ctr.
- June 30, 2009** The Inpatient Addictions/Detox Unit at the Somerville campus will close. CHA is working with community partners to collaborate on substance abuse programs. School-based teen health centers in Cambridge, Somerville, and Everett will conform to the school calendar. Staff from teen health services will be available at Cambridge Pediatrics, Somerville Pediatrics, and Revere Family Health.
- Fall/Winter** Somerville Primary Care practice will move to the Somerville Hospital campus. Everett Family Health practice will combine with Revere Family Health. The Eye Center at 65 Beacon Street will move. It will be combined with the Eye Center in the Somerville Hospital Medical Arts Building. The Somerville dental practice will move. All dental services will be at the Windsor Street Health Center in Cambridge. There will be changes to our mental health services. A wide range of care will remain available. This care will continue to address all behavioral health needs. The focus will be on serving existing mental health patients, CHA primary care patients, and residents of our primary service area. CHA is working to identify mental health service providers in other areas of the state for patients living in those areas.

HOSPITAL AND SPECIALTY SERVICES

All 3 CHA hospital campuses will remain open. You can still get expert care at the Cambridge Hospital, Somerville Hospital, and Whidden Hospital campuses.

- **All three hospital campuses will continue to offer:**
 - 24-hour Emergency Care
 - Day Surgery & medical/surgical specialty services
 - Radiology, laboratory, and cardiac testing
- **Overnight hospital care** will be at the Cambridge and Whidden Hospital campuses.
- **There will be two maternity options** for growing families:
 - Inpatient Maternity Suite at the Cambridge Hospital campus
 - Cambridge Birth Center

PRIMARY CARE SERVICES

We will continue to provide primary care for all ages. You can choose from internal medicine, family medicine, pediatrics, or geriatrics.

Services In Cambridge:

- CHA Cambridge Pediatrics
- CHA East Cambridge Health Center
- CHA Primary Care Center
- CHA Teen Health Center
- CHA Cambridge Family Health
- CHA Cambridge Family Health North
(Home to a combined North Cambridge Health Center/Cambridge Family Health North practice)
- CHA Windsor Street Health Center
(Home to a combined Riverside Health Center/ Windsor Street Health Center practice)

Services In Somerville

- CHA Union Square Family Health
- CHA Teen Connection
- CHA Broadway Health Center
(Home to a combined East Somerville Health Center/Somerville Adult Medicine/Somerville Pediatrics practice)
- CHA Somerville Hospital Primary Care
(Home to a combined Internal Medicine Associates/Somerville Primary Care practice)

Services In Metro-North

- CHA Revere Family Health Center
(Home to a combined Everett Family Health/ Revere Family Health practice)
- CHA Everett Teen Health Center
- CHA Malden Family Medicine Center

