

February 4, 2021

Dear Community Member,

Over the course of our nearly 150-year history of delivering care to our community, Baystate Health has adapted to the changing needs of each of our communities in order to ensure the vital delivery of care. We carefully look at current needs and plan for the future to ensure we deliver on our mission. As we look to better meet the contemporary healthcare needs of communities across our region in a sustainable way, Baystate Health will close the Baystate Mary Lane Outpatient Center within the next two years and relocate a majority of its services to Baystate Wing Hospital, 9 miles away in Palmer.

We, along with our Baystate care providers, patients and community are grateful for the quality care that has been provided at Baystate Mary Lane over the many years since it was first established in 1909. We know this is difficult news for our community. We would like to share with you the reasons behind this decision and the plan for transition of programs and services to ensure comprehensive care for the community.

## The Current State

The fact is, despite our significant investment in this location during the past several years, patients are choosing to receive care in other locations.

- Nearly half of Baystate Mary Lane Outpatient Center's capacity is unused during the daytime and 90 percent is unused during overnight hours.
- Baystate Mary Lane's Satellite Emergency Facility has had minimal utilization for emergency level care. Of the 28 patients per day seeking care in this location, over 85 percent present with common, minor, non-urgent conditions like cold, flu, and sprains, which could be treated in a primary care setting.
- It has been challenging to recruit and retain providers in the area, especially in small practices. Over the past two years, Baystate Health Eastern Region primary care lost seven physicians and gained just one. This market reality highlights the need to consolidate practices in support of clinician candidates who seek robust multi-specialty practices with opportunity to network and share with colleagues the on-call needs to support patient care.
- Due to the age of the current Baystate Mary Lane building, to maintain steady-state operations would require over \$5 million in construction investments to maintain the facility, compliance and operations over the next three years. Consolidating operations at Baystate Wing will allow us to better invest resources in state-of-the-art care, emergency care, physician recruitment, and improved access to primary care. It also allows for more effective staffing in an area where recruiting clinical professionals can be challenging.

## Plan for Transition

As we work on this transition, Baystate Health will follow the Massachusetts Department of Public Health regulatory processes for making changes to services. Our goal over the next several months is to work collaboratively with the Baystate Mary Lane team and engage with our community as we develop an orderly transition plan for programs and services to Baystate Wing.

- In June, the Baystate Mary Lane Satellite Emergency Facility will close and cancer care services will be transitioned to the D'Amour Center for Cancer Care. Over the next two years, imaging/3D mammography and rehabilitation services, as well as OB/GYN and pediatric medical practices, will relocate to Baystate Wing.
- Emergency services: Baystate Wing Hospital offers patients comprehensive 24/7 emergency services in a newly constructed (2018) emergency department that is nine miles from the Baystate Mary Lane campus.
- Cancer services: Comprehensive cancer care will be provided at the D'Amour Center for Cancer Care in Springfield, where patients are already receiving specialized cancer care.

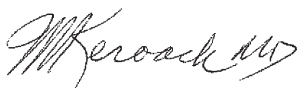
- Transportation: Cancer patients who receive care at Baystate Mary Lane will be offered transportation at no charge following the transition of care to Springfield. To support access to outpatient appointments at Baystate Wing Hospital when the two Baystate medical practices at BML transition over the next two years, we will look to the strong foundation upon which we have built with the Quaboag Connector and, if feasible, will further invest in this resource. More information will be forthcoming as needs, services and transportation options are evaluated.
- Baystate Wing Hospital's comprehensive healthcare service plans include:
  - primary and multi-specialty medical practices including integrated behavioral health, substance use treatment, with expanded hours and walk-in same day appointments. These practices currently serve the needs of Ware and Warren residents who accounted for >8,000 outpatient visits in FY20;
  - specialty care in cardiology, pulmonary, gastroenterology, surgery, orthopedics, obstetrics and gynecology, and pediatrics; and
  - significantly expand GI endoscopy.
- We are committed to investing in community-based primary care physician recruitment and retention in this region, with a focus on increasing accessibility for same day appointments and offering additional pediatric care.
- We will continue our commitment to the community and support the town of Ware and surrounding communities. Volunteer members from these communities will continue to serve on Baystate Wing Hospital's Community Benefits Advisory Council providing their valuable voices to guide Baystate's continued investments in support of community health needs.

### Honoring the Legacy and Looking Forward to the Future

As we transition care, we will remember and honor the history of Baystate Mary Lane and those who made it possible and are evaluating opportunities to provide appropriate recognition to our legacy donors and others. We look forward to discussions with the leadership of the town to determine the best plans for the building and the land, recognizing the relocation of the medical practices and site closure will not occur for two years.

We honor its proud history and recognize the personal impact Baystate Mary Lane has had on so many in the community. We thank our entire Baystate Mary Lane team for their outstanding contributions to our patients and the community we serve. We look forward to the future, meeting the needs of our patients, and delivering on our promise of advancing care and enhancing lives for our Eastern Region community.

Sincerely,



Mark A. Keroack, MD, MPH  
*President & CEO*  
 Baystate Health



Molly Gray, MS, RN, NE-BC  
*President & Chief Administrative Officer*  
 Baystate Health Eastern Region

Please join us for a virtual town hall on Tuesday, February 23 at 5pm to discuss the closure of the Baystate Mary Lane Outpatient Center and future plans for patient care.

To register visit [BaystateHealth.org/EasternRegion](https://www.baystatehealth.org/EasternRegion)