



Lawrence General Hospital's mission of care began in 1875 when it was founded by The Ladies Union Charitable Society. It was the first Hospital in the central Merrimack Valley of Northeastern Massachusetts. The commitment to the health needs of the community continues today, deeply rooted in our values of quality, integrity, compassion and service. Our mission is guided by a Board of Trustees from our service area, and carried out by 1400 employees pledged to service excellence.

In 2006, the Hospital cuts the ribbon for its **\$20 million Emergency Center**, tripling the size of the current emergency facility. Patients and families will benefit from 41 private exam areas with room for family, new in-center diagnostic CT scanning, and free parking on two tiers underneath the Center. Currently, ours is the 5th busiest emergency service in the state. Generous donors have already contributed over \$7 million toward the project.

Lawrence General has been first to bring many health care innovations to the Merrimack Valley. The Hospital was the first in Massachusetts to obtain **Level III Trauma Center status** - in 2000. The Level III provides coverage 24/7 by specialists in emergency medicine and has a surgeon and operating team on standby always. Our staff is well known for its innovative, rapid response to prevent permanent damage during heart attacks.

Our **Advanced Life Support mobile paramedic program**, now in its 17th year, is the only such program in our area. Hospital paramedics bring higher level skills on the road to stabilize a heart attack or accident victim right at the scene, when seconds count.

The Hospital was designated a **Primary Stroke Service** by the Commonwealth of Massachusetts in 2005. People with stroke symptoms need to seek treatment rapidly to prevent brain damage, and designated services like ours are expert in this vital "golden hours" care. A Neurologist on site works closely with the emergency physicians to provide care.

Lawrence General Hospital's **Community Cancer Program** has earned accreditation from the American College of Surgeons, a status that only 1 in 4 hospitals with cancer programs achieve.

The Joint Commission on Accreditation of Healthcare Organizations (JCAHO), the world leader in evaluating the quality and safety of patient care in over 17,000 organizations in the U.S, awarded Lawrence General **accreditation once again in 2005**. For the consumer, this means that Lawrence General's care has been benchmarked against national standards of excellence.

The Hospital continually invests in new technology that supports innovative patient care. Recent acquisition of **two high-speed CT scanners** offers patients access to state-of-the-art scanning technology. High-resolution digital imagery enhances diagnosis.

A new **Radiology image archiving system** installed last year aids diagnosis by providing rapid retrieval of patient records. A server smaller than a home computer unit stores 7 years worth of patient files. Eventually, physicians offices in the community will be linked to this and other record systems.

A new digital system enhances patient care in the Emergency Department. Called **PulseCheck®**, it creates an electronic medical record and tracks patient status from the time of triage to discharge. The system facilitates physician ordering of medications and diagnostic tests.

Private, not-for-profit Lawrence General is the only locally controlled hospital in the central Merrimack Valley. We serve Andover, Haverhill, Lawrence, Methuen, North Andover and Greater Salem, NH and are the **largest private employer in Lawrence**, with a \$1.1 million weekly payroll.

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Lawrence General Hospital's **nursing staff members number 450**, and the average length of service is over 13 years. Our nurses are leaders in their fields, innovators, and enthusiastic mentors to nursing students and new graduates. Our emergency nurses have won statewide acclaim for their pioneering program of support for victims of sexual assault and others for a child car seat safety fitting program. In addition to providing exceptional inpatient care, nurses at Lawrence General play vital roles in specialty areas such as our Trauma Service, Day Surgery Center, Endoscopy/Special Procedures Unit, Pain Management Center, Short Stay Unit, and Non-Invasive Radiology service. Some provide patient education or facilitate discharge planning, while others monitor the quality and safety of patient care.

The relationship of Lawrence General and Greater Lawrence Family Health Center is a healthcare access success story. Twenty-five years ago, through support by Lawrence General, a community-based group founded the Center that now provides primary care for 70% of Lawrence residents. A **collaborative teaching program** of the Hospital and Health Center trains family practice resident physicians who have made a commitment to serve in areas of poverty. To date, 72 have graduated from the three year program.

Lawrence General's **workforce is highly skilled and loyal**. 73% work in patient care related positions, with 40% "bedside" special credentialed. Fully 57% of our employees live in our primary service area. 36% have worked here 10 years or more: 14% have over 25 years of service. They earn frequent peer recognition. For example, the Coordinator, Interpreter Services was named Massachusetts Interpreter of the Year, 2005. Peers named 25 members of the Hospital's Medical Staff as "**Top Docs**" in a survey of 11,000 physicians in the Boston region.

Through training grants, tuition support, staff mentoring programs, and relationships with area colleges such as Northern Essex Community College, Salem State College and UMass Lowell, Lawrence General is **successfully recruiting health professionals** despite national shortages. In 2005, 16 Hospital employees who returned to school part time with our support earned their RN degrees.

According to an independent study of acute care hospitals in the U.S. by Cleverley & Associates of Ohio, Lawrence General **ranks among the top 100 in the nation providing high value** to their communities. According to the study, *The State of the Hospital Industry*, "high value" hospitals are financially sound, reinvest in facility, maintain a low cost structure, and have reasonable inpatient and outpatient charges.

The **Central Emergency Direction Program (C-MED)** at Lawrence General is the hub of emergency dispatch for 80 cities and towns in the northeast region of the state. Hospital physicians and managers serve leadership roles in regional emergency preparedness for mass casualties.

Through a comprehensive **Community Benefits Program**, the Hospital promotes a healthy, safe community. Outreach efforts include education on health needs such as diabetes control, nutrition and smoking cessation; cancer screenings; and a health newsletter for 49,000 local households. Staff members improve their communities through board leadership at local agencies and voluntary support of numerous local causes.

FACTS & FIGURES

We have 175 adult beds and 41 bassinets for a total of 216. We deliver 1,800 babies in The Birthing Center annually.

Our Emergency Department treats 64,000 each year. Surgical Services treated over 7,000 patients in 2005.