



# American Academy of Pediatrics

HEZEKIAH BEARDSLEY  
CONNECTICUT CHAPTER

## HEZEKIAH BEARDSLEY CONNECTICUT CHAPTER

104 HUNGERFORD STREET • HARTFORD, CT 06106 • TEL. (860) 525-9738 • FAX (860) 727-9863



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VIA FAX

Kimberly Martone  
Director, Office of Healthcare Access  
410 Capitol Ave  
Hartford, CT 06106



April 4, 2014

Dear Ms. Martone,

We have very recently learned that all 5 part time pediatricians at the St. Francis Pediatric Clinic have been terminated as of June 30. Additionally, it was reported that mid-level practitioners have been led to believe they, too, will be terminated. This leaves 1 FTE pediatrician, and another who sees a very limited number of patients.

We are very concerned about this situation, as upwards of 5000 children depend on the medical services at St. Francis Pediatric Clinic for their primary care. This is a huge number of children who will need to be merged into other practices in and around Hartford. There are simply not enough other pediatric primary care locations to absorb these children. Apparently, St. Francis' plan is to have a "soft hand-off" of the patients to other locations. We are not aware that the other pediatric sites have been notified of this.

As OHCA is the body that oversees openings, closings and substantial changes in medical services, we request that OHCA review St. Francis's plan for restructuring the clinic. We are very concerned that the plan will not be sufficient to provide quality primary pediatric care to thousands of Hartford children.

We appreciate the work that you do to ensure access to quality health care for all citizens of Connecticut. The suddenness of this announcement and the very short timeline makes this an urgent issue for your consideration.

Thank you for your assistance.

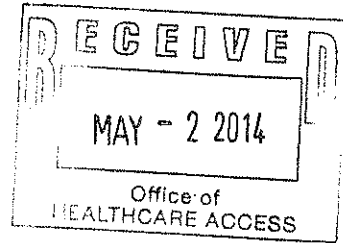
Sincerely,

*Sandra Carbonari*

Sandra Carbonari, MD

CC: Sarah Eagan, JD, Child Advocate  
Mayor Pedro Segarra

**facsimile  
TRANSMITTAL**



to: *Kim Martone*  
fax # *860-418-7053*  
date: *5/2/14*  
pages: *4 including Cover page.*  
comments: *letter Requested from  
St. Francis Hospital*

From the desk of...

**R. Christopher Hartley**  
Senior Vice President  
Planning and Facilities Development  
Saint Francis Hospital and Medical Center  
114 Woodland Street  
Hartford, CT 06105  
860-714-5573  
Fax: 860-714-8093



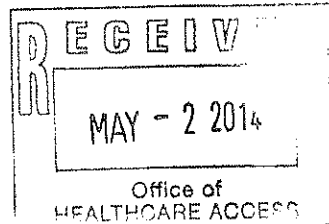


R. Christopher Hartley  
Senior Vice President  
Planning, Business Development &  
Government Relations

114 Woodland Street  
Hartford, Connecticut  
06109-1299  
860-714-5573  
Fax: 860-714-8093

May 2, 2014

Kimberly R. Martone  
Director of Operations  
Connecticut Dept. of Public Health  
410 Capitol Avenue  
MS#13HCA  
P.O. Box 340308  
Hartford, CT 06134-0308



Thank you for your recent inquiry regarding questions being received at the Office of Healthcare Access concerning service changes at Saint Francis Hospital & Medical Center, I offer the following clarification.

Saint Francis Hospital and Medical Center is terminating no service currently offered by the institution. Saint Francis has modified the location and staffing allocations for selected programs to ensure more efficient, consistent health care delivery for the patients and physicians using this institution as their service delivery site.

The three services raised in your inquiry, outpatient pediatrics, dentistry and obstetrics, are outpatient care services delivered by Saint Francis Hospital and Medical Center.

As you know, Saint Francis Hospital and Medical Center currently operates two hospital campuses 1.7 miles apart under a single hospital license (see attached document). Patients, employees and physicians in pediatrics, obstetrics and dentistry receive part of their course of treatment for these services at both campuses. In an effort to streamline the service delivery system for our patients and in some cases actually expand available program capacity, we are making changes to the staffing and scheduling of selected portions of the outpatient pediatrics, general dentistry and obstetrics programs delivered at our two campus locations.

In the case of the primary outpatient pediatrics program at the Gengras clinic, which is located on the Saint Francis campus, we have adjusted our staffing levels to reflect the current demand for services and changed our staffing model to focus on full time physicians. No other service change has occurred.

In the case of the outpatient obstetrics program, as all babies are delivered at the Saint Francis campus and the vast majority of prenatal care and postpartum follow-up care is provided at the outpatient obstetrics clinic on the main Saint Francis campus, we have relocated the satellite obstetric clinic volume from the Burgdorf clinic to our main program site at the Saint Francis campus. Patients will continue to see the same provider(s) that they saw in the Burgdorf location. All mothers already travel to both sites at some point in their pregnancy and we believe this consolidation will enhance continuity of service delivery.

Page 2  
Kimberly R. Martone  
May 2, 2014

Lastly, we have always operated outpatient dental programs at both Saint Francis campuses. At the Mount Sinai campus the pediatric program is operated by the University of Connecticut School of Dentistry. The Saint Francis Dental Center located on the Saint Francis campus offers both adult and children's outpatient dental care and serves as the Saint Francis Department of Dentistry site for all dental emergencies. Oral surgery is performed at both campuses.

In an effort to expand outpatient pediatric dental services at the Mount Sinai campus and enhance the efficiency of the Saint Francis adult primary dental program, all adult primary dental care will be relocated to the Saint Francis campus by 5/15/14. The University of Connecticut outpatient pediatric primary dental program will expand into space vacated by the Saint Francis Adult Dental program at the Mount Sinai campus.

The net effect of these changes, we believe will be a positive increase in the amount and efficiency of overall outpatient dental services delivered at Saint Francis Hospital and Medical Center.

We appreciate the opportunity to provide these clarifying details. Clearly some misinformation has developed around our current reorganizing efforts. We hope that your office can join us in assuring the public that no services are being terminated or compromised by these transitions.

If you have any questions regarding my response or receive additional inquiries, please do not hesitate to contact me at 860-714-5573.

Sincerely,



R. Christopher Hartley  
Senior Vice President  
Planning, Business Development  
& Government Relations

**STATE OF CONNECTICUT**

**Department of Public Health**

**LICENSE**

**License No. 0054**

**General Hospital**

In accordance with the provisions of the General Statutes of Connecticut Section 19a-493:

Saint Francis Hospital and Medical Center of Hartford, CT d/b/a Saint Francis Hospital and Medical Center is hereby licensed to maintain and operate a General Hospital.

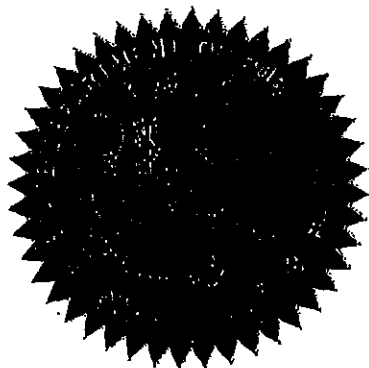
**Saint Francis Hospital and Medical Center** is located at 114 Woodland Street and 500 Blue Hills Avenue, Hartford, CT 06105.

The maximum number of beds shall not exceed at any time:

65 Bassinets

617 General Hospital Beds

This license expires **December 31, 2015** and may be revoked for cause at any time.  
Dated at Hartford, Connecticut, January 1, 2014. RENEWAL.



*Jewel Mullen MD*

Jewel Mullen, MD, MPH, MPA  
Commissioner



**STATE OF CONNECTICUT**  
DEPARTMENT OF PUBLIC HEALTH  
*Office of Health Care Access*

May 14, 2014

Mr. R. Christopher Hartley  
Senior Vice President, Planning,  
Business Development & Government Relations  
Saint Francis Hospital and Medical Center  
114 Woodland Street  
Hartford, CT 06109

RE: Changes to the operational status of outpatient pediatric, obstetric/gynecology and dental services  
Saint Francis Hospital and Medical Center

Dear Mr. Hartley:

The Office of Health Care Access ("OHCA") has received your letter dated May 2, 2014 in which you outline, in general terms, changes that have occurred or are in process for the Hospital's outpatient pediatric, obstetric and dental services. OHCA appreciates the expeditious manner in which you responded to our request for information. OHCA requests additional information clarifying these changes and the effect of these changes on the access or ease of care for the Hospital's patient base and how the Hospital has communicated these changes to its patients.

General

1. In your letter, you indicate that these changes may "*actually expand available program capacity*" in some cases. Please expand further on how the changes will result in an expansion of capacity for the Hospital's patients.
2. For the changes that have taken place or are in process, did the hospital engage the patient population base in the effected neighborhoods before the programmatic changes were determined or implemented. If so, in what specific manner did the hospital engage its patient base?

Specific to Outpatient Pediatrics Services

3. You indicate that the changes to the outpatient pediatrics program at the Gengras clinic are specific to adjustments to the staffing levels and a change in the staff model to focus on full-time physicians and that this is the result of current demand.
  - a. When did this change occur?

*An Equal Opportunity Provider*

*(If you require aid/accommodation to participate fully and fairly, contact us either by phone, fax or email)*  
410 Capitol Ave., MS#13HCA, P.O.Box 340308, Hartford, CT 06134-0308  
Telephone: (860) 418-7001 Fax: (860) 418-7053 Email: OHCA@ct.gov

- b. How did the Hospital notify the patients/families in the pediatric program that this change was occurring? How much advance notice of these changes did the patients/families receive?
- c. Are patients being transferred or being asked to transfer to another area provider for services (whether a hospital affiliate or non-affiliated entity)? If this is the case, please explain why patient transfers are occurring if the only change that is being made is to the staffing model.
- d. Are any outpatient pediatric services being outsourced by contract to another provider? If so, explain and identify.
- e. If the response to either (e) or (f) is yes, describe how the hospital is addressing any patient transportation difficulties that may occur because of these changes.
- f. How does the Hospital's new staffing model appropriately address the needs of the Hospital's existing pediatric patient base?
- g. Discuss how current demand has changed and provide reason(s) behind these changes.

Specific to Outpatient Obstetrics/Gynecology

4. You indicate that the change to the outpatient obstetrics program is specific to the consolidation of the obstetric services offered at Burgdorf clinic with the services at the main Hospital campus and that these services will no longer be offered at the Burgdorf satellite location.
  - a. When did this change occur?
  - b. How did the Hospital notify the patients in the program that this change was occurring? How much advance notice of the relocation did the patients receive?
  - c. The Burgdorf clinic appears to be a little over 2 miles from the main campus. Is there a regular shuttle or other transportation for patients, operated by the Hospital or its system, between the main campus and the Burgdorf site? If there was no regular shuttle for patients predating this change, will a shuttle service be activated to transport women residing in the Burgdorf neighborhood to the main campus location? Please explain how the Hospital has researched and addressed any transportation difficulties that may have arisen from this relocation, including public transportation.
  - d. Are any outpatient obstetrics services being outsourced by contract to another provider? If so, explain and identify.
  - e. It appears from information OHCA has been receiving (*see attached*), that outpatient gynecology services at the Burgdorf clinic may also be impacted. Please include information regarding changes to the gynecology program in all of your responses to the above.

Specific to Outpatient Dentistry

5. Your letter indicates that all adult primary dental care will be relocated to the main hospital campus (on Woodland Street) on May 15, 2014.
  - a. How and when did the Hospital notify patients that this change was to occur?
  - b. Is there a patient shuttle service between the Mount Sinai campus and the main hospital campus on Woodland Street? Have affected patients that reside near the Mount Sinai campus been informed of any shuttle or other transportation services available to them?
  - c. What is included in the term "primary" dental care as used in your letter?
  - d. Will oral surgery continue to be performed at both sites and will it be available to both adult and pediatric patients?
  - e. The information provided by the Hospital regarding the structure of the current services is unclear as to the provision of adult dental services by Saint Francis Hospital and Medical Center on the Mount Sinai campus. Does the Hospital currently provide adult services at that location and is this the only service being relocated to the Woodland Street campus? If not, please clarify further.
  - f. Are any outpatient dental services being outsourced by contract to another provider (other than pediatric dentistry being performed by UCSD)? If so, explain and identify.

We would appreciate a response to the above request for further information and/or clarification by May 22, 2014. Please contact Kimberly Martone, Director of Operations if you have any questions regarding this letter. Thank you in advance for your cooperation in this matter.

Sincerely,



Karen Roberts  
Principal Health Care Analyst

Copy: Lisa A. Davis, MBA, BS, RN, Deputy Commissioner  
Kimberly R. Martone, Director of Operations, OHCA



\* \* \* COMMUNICATION RESULT REPORT ( MAY. 14. 2014 3:57PM ) \* \* \*

FAX HEADER:

TRANSMITTED/STORED : MAY. 14. 2014 3:56PM  
FILE MODE OPTION

ADDRESS

RESULT

PAGE

305 MEMORY TX

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OK

4/4

REASON FOR ERROR  
E-1) HANG UP OR LINE FAIL  
E-3) NO ANSWER

E-2) BUSY  
E-4) NO FACSIMILE CONNECTION



STATE OF CONNECTICUT  
DEPARTMENT OF PUBLIC HEALTH  
OFFICE OF HEALTH CARE ACCESS

FAX SHEET

TO: R. CHRISTOPHER HARTLEY  
FAX: (860) 714-8093  
AGENCY: SAINT FRANCIS HOSPITAL AND MEDICAL CENTER  
FROM: KAREN ROBERTS  
DATE: 5/14/14  
NUMBER OF PAGES: 4

*(including transmittal sheet)*

Comments: OHCA Inquiry

**PLEASE PHONE IF THERE ARE ANY TRANSMISSION PROBLEMS.**

Phone: (860) 418-7001

Fax: (860) 418-7053

410 Capitol Ave., MS#13HCA  
P.O.Box 340308  
Hartford, CT 06134

## Greer, Leslie

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**From:** Martone, Kim  
**Sent:** Friday, May 23, 2014 1:09 PM  
**To:** Greer, Leslie; Olejarz, Barbara  
**Subject:** FW: Response to Your Letter of May 14  
**Attachments:** 4510\_001.pdf  
  
**Importance:** High

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**From:** Cable, Kimberly [<mailto:KCable@stfranciscare.org>]  
**Sent:** Friday, May 23, 2014 1:04 PM  
**To:** Martone, Kim  
**Cc:** Roberts, Karen; Rotavera, Liz; Hartley, Christopher  
**Subject:** Response to Your Letter of May 14  
**Importance:** High

On behalf of Christopher Hartley of Saint Francis Hospital attached is the response to your letter of May 14, 2014. An original, a copy for Karen Roberts and 3 copies will be hand delivered to you later today.

As we discussed we have attempted to meet your original deadline but appreciate your willingness to grant us until May 30 for our response.

Regards,

Kim Cable

Kim Cable  
Executive Associate  
Office of Christopher Hartley  
Planning, Business Development  
& Government Relations  
860-714-5573  
Fax: 860-714-8093

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114 Woodland Street  
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Fax: 860-714-8093

R. Christopher Hartley  
Senior Vice President  
Planning, Business Development &  
Government Relations

May 23, 2014

Kimberly R. Martone  
Director of Operations  
Connecticut Department of Public Health  
410 Capitol Avenue  
MS#13HCA  
P.O. Box 340308  
Hartford, CT 06134-0308



Thank you for your recent request for additional information dated May 14, 2014. Our response follows each question below.

General

1. In your letter, you indicate that these changes may "*actually expand available program capacity*" in some cases. Please expand further on how the changes will result in an expansion of capacity for the Hospital's patients.

**Saint Francis is sorry for any confusion its previous response caused. Based on some preliminary discussions with the UCONN Dental School regarding the planned relocation of the Saint Francis adult outpatient dental services at the Burgdorf campus, Saint Francis concluded that an expansion of the UCONN pediatric dentistry program was possible at the Burgdorf site. Further discussions with UCONN confirmed that no such decision has been made. Hence, there is no planned expansion of outpatient pediatric dentistry services at this time. Any questions about future plans for the UCONN pediatric dental program at Burgdorf should be addressed to the UCONN Dental School.**

2. For the changes that have taken place or are in process, did the hospital engage the patient population base in the affected neighborhoods before the programmatic changes were determined or implemented? If so, in what specific manner did the hospital engage its patient base?

**The changes implemented in these three outpatient services did not represent a service change requiring prior discussion with the patient population as we do not distinguish neighborhoods between the two campuses in such close proximity for service delivery.**

Specific to Outpatient Pediatrics Services

3. You indicate that the changes to the outpatient pediatrics program at the Gengras clinic are specific to adjustments to the staffing levels and a change in the staff model to focus on full-time physicians and that this is the result of current demand.

- a. When did this change occur?

**Because several of the affected employees have contracts requiring prior notice of a change, the notice to employees preceded the actual date of staffing change. The new model of care delivery will be fully implemented on 6/30/14.**

- b. How did the Hospital notify the patients/families in the pediatric program that this change was occurring? How much advance notice of these changes did the patients/families receive?

**Patients with appointments before 6/30/14 are being notified in person if their next current provider will no longer be available at this site. Phone calls are being made to inform patients whose next appointment is after 6/30/14. We are planning to send the attached letter to all affected patients prior to July 1, 2014 (Exhibit 1).**

- c. Are patients being transferred or being asked to transfer to another area provider for services (whether a hospital affiliate or non-affiliated entity)? If this is the case, please explain why patient transfers are occurring if the only change that is being made is to the staffing model.

**Transfers are only occurring if the patient chooses to relocate their care. Some patients may wish to follow a specific pediatric provider to a new location of service and we will facilitate that request if it is made.**

- d. Are any outpatient pediatric services being outsourced by contract to another provider? If so, explain and identify.

**No outpatient pediatric services are outsourced to another provider.**

- e. If the response to either (e) or (f) is yes, describe how the hospital is addressing any patient transportation difficulties that may occur because of these changes.

**As pointed out in our 5/2/14 response to your office, we do not believe this change has a significant service or transportation effect on our outpatient pediatric patients. Patients have always accessed our services using private automobile, the public bus service or through the Medicaid Non-Emergency Transportation Service provided through the Connecticut Department of Social Services. Saint Francis Hospital and Medical Center has never provided a transportation service for outpatient pediatric patients.**

- f. How does the Hospital's new staffing model appropriately address the needs of the Hospital's existing pediatric patient base?

**Saint Francis believes the new staffing model will provide more seamless physician coverage during normal clinic hours, enabling Saint Francis to pursue a Primary Care Medical Home (PCMH) certification for the pediatric clinic while**

**assisting in the rollout of the EPIC electronic medical record for outpatients scheduled for implementation in FY2015.**

- g. Discuss how current demand has changed and provide reason(s) behind these changes.

**Demand for outpatient pediatric services has declined across the region due to demographics. Saint Francis believes its experience mirrors these regional changes. (See attached population projection – Exhibit 2). Saint Francis believes the service area and state trend toward an aging population with little overall population growth will continue for the foreseeable future.**

Specific to Outpatient Obstetrics/Gynecology

4. You indicate that the change to the outpatient obstetrics program is specific to the consolidation of the obstetric services offered at Burgdorf clinic with the services at the main Hospital campus and that these services will no longer be offered at the Burgdorf satellite location.

- a. When did this change occur?

**Saint Francis began scheduling appointments for all OB/GYN Burgdorf outpatients at the Saint Francis campus beginning April 21, 2014. Appointment times were kept the same to the extent possible. Saint Francis records indicate that patients kept their appointments at the Saint Francis campus after the change.**

- b. How did the Hospital notify the patients in the program that this change was occurring? How much advance notice of the relocation did the patients receive?

**Outpatient OB/GYN patients with appointments which needed to be moved from the Burgdorf to the Saint Francis campus were all notified by telephone prior to their next appointment. Patients who could not be reached by telephone were sent a letter by USPS mail informing them of the change in location of their appointment. A copy of the letter used for each patient is attached to this response (Exhibit 3). Finally, all outpatient OB/GYN patients that had been seen at the Burgdorf site in the previous twelve months beginning 4/21/14 will receive a postcard in the coming days notifying them of our consolidation of service to the 1075 Asylum Avenue site. A copy of the text used for the post card is attached to this response (Exhibit 4). Since the critical and routine patient calls for the entire Saint Francis outpatient OB/GYN clinic program have always been handled through the 1075 Asylum Hill site, patients experienced no change in the telephone call procedures associated with making, changing or canceling an appointment, seeking care for an acute problem or speaking to an advanced nurse or physician.**

- c. The Burgdorf clinic appears to be a little over 2 miles from the main campus. Is there a regular shuttle or other transportation for patients, operated by the Hospital or its system, between the main campus and the Burgdorf site? If there was no regular shuttle for patients predating this change, will a shuttle service be activated to transport women residing in the Burgdorf neighborhood to the main campus location? Please explain how the Hospital has researched and addressed any transportation difficulties that may have arisen from this relocation, including public transportation.

**The Burgdorf outpatient OB/GYN patients already come to the Saint Francis campus for ultrasound testing and some of their prenatal appointments as well as for delivery of their babies. Historically we have not provided transportation from**

**the Burgdorf outpatient OB/GYN patients to the main campus for these appointments. Private automobiles, the public bus service and Medicaid transportation services are used by patients.**

- d. Are any outpatient obstetrics services being outsourced by contract to another provider? If so, explain and identify.

**To the best of our knowledge no outpatient OB/GYN patients have transferred care to other providers because of the changes at the Burgdorf site. No complaints have been filed with Saint Francis providers or staff because of these changes. We have not contracted with another provider to provide obstetric or gynecologic services to Saint Francis outpatient OB/GYN patients.**

- e. It appears from information OHCA has been receiving that outpatient gynecology services at the Burgdorf clinic may also be impacted. Please include information regarding changes to the gynecology program in all of your responses to the above.

**A Burgdorf patient receiving outpatient gynecological services is not impacted any differently by this change than an obstetrics patient. Hence the impact is as described above. In addition, routine gynecological care will continue to be provided by the primary care providers located in the Burgdorf Medical Clinic.**

Specific to Outpatient Dentistry

5. Your letter indicates that all adult primary dental care will be relocated to the main hospital campus (on Woodland Street) on May 15, 2014.

- a. How and when did the Hospital notify patients that this change was to occur?

**On Friday, April 4, 2014, patients that had appointments during the months of April, May and June were contacted by telephone informing them of the relocation of Dental Services effective May 1, 2014. Effective May 1, 2014, patients that called the old telephone number 860-714-2814, were instructed via voicemail to call 860-714-4529 or 860-714-4995 for appointments and given the new address and location of the Dental Center. To the best of the department's knowledge no appointments have been missed due to this transfer.**

- b. Is there a patient shuttle service between the Mount Sinai campus and the main hospital campus on Woodland Street? Have affected patients that reside near the Mount Sinai campus been informed of any shuttle or other transportation services available to them?

**As mentioned in the previous response, Saint Francis sees patients from the Burgdorf neighborhood at both locations already. To the best of our knowledge, most patients come by private auto but can also access the public bus system or the Medicaid transportation system provided for healthcare appointments if necessary.**

- c. What is included in the term "primary" dental care as used in your letter?

- **Examinations**
- **Cleanings**
- **Fillings**
- **Simple extractions**
- **False teeth or tooth replacements**

Kimberly R. Martone  
May 23, 2014.

- d. Will oral surgery continue to be performed at both sites and will it be available to both adult and pediatric patients?

**Any oral surgery beyond simple extractions has been done for Saint Francis adult and pediatric outpatient dental patients at the Saint Francis location, not the Burgdorf Dental Clinic for many years.**

- e. The information provided by the Hospital regarding the structure of the current services is unclear as to the provision of adult dental services by Saint Francis Hospital and Medical Center on the Mount Sinai campus. Does the Hospital currently provide adult services at that location and is this the only service being relocated to the Woodland Street campus? If not, please clarify further.

**The Saint Francis Hospital and Medical Center's Department of Dentistry has maintained dental services at two sites for many years (the Burgdorf Dental Clinic and the Saint Francis Dental Center). We are consolidating all adult outpatient dental services to the Saint Francis Dental Center.**

**The scope of the dental services provided at the Saint Francis campus is greater than that at Burgdorf.**

- f. Are any outpatient dental services being outsourced by contract to another provider (other than pediatric dentistry being performed by UCSD)? If so, explain and identify.

**No Saint Francis outpatient dental services are outsourced by contract to another provider.**

We appreciate the opportunity to clarify our 5/2/14 response to you regarding these changes. As always, please do not hesitate to contact me at 860-714-5573 if you need further information.

Sincerely,



R. Christopher Hartley  
Senior Vice President  
Planning, Business Development  
& Government Relations

c: Karen Roberts, Principal Health Care Analyst

# **EXHIBIT 1**



May 21, 2014

To All of Our Dedicated Patients:

We wanted to notify you of some upcoming changes in the Pediatric Clinic.

Effective July 1, 2014, there will be some staffing changes in the Pediatric Clinic; consequently some follow-up appointments may be with a different provider. We are doing everything possible to create a smooth transition. We hope that all of our current patients stay with our practice, but if you are a family member that wishes to seek care elsewhere we have developed a process with Community Health Services to ensure a seamless transition. If you wish to transfer your care, please let the staff know and we will help to arrange your first visit and transfer your records in a timely fashion.

We are sorry for any inconvenience.

The Gengras Pediatric Clinic

LETTER

# **EXHIBIT 2**

Total Population

Hartford

Age	Year 2013	Year 2018	diff	% chng
0-4	9,497	9,557	60	0.63%
5-9	8,569	8,673	104	1.21%
10-14	8,327	8,047	(280)	-3.36%
15-17	5,376	4,896	(480)	-8.93%
Total	31,769	31,173	(596)	-1.88%

Total Population

Hartford, East Hartford, West Hartford, Windsor, Bloomfield

Age	Year 2013	Year 2018	diff	% chng
0-4	18,594	18,869	275	1.48%
5-9	17,969	17,773	(196)	-1.09%
10-14	18,471	17,354	(1,117)	-6.05%
15-17	12,306	11,491	(815)	-6.62%
Total	67,340	65,487	(1,853)	-2.75%

Total Population

SF Service Area

Age	Year 2013	Year 2018	diff	% chng
0-4	70,505	72,003	1,498	2.12%
5-9	72,773	69,994	(2,779)	-3.82%
10-14	79,487	72,534	(6,953)	-8.75%
15-17	53,104	50,915	(2,189)	-4.12%
Total	275,869	265,446	(10,423)	-3.78%

Total Population

Hartford County

Age	Year 2013	Year 2018	diff	% chng
0-4	51,207	52,490	1,283	2.51%
5-9	52,639	50,826	(1,813)	-3.44%
10-14	57,284	52,453	(4,831)	-8.43%
15-17	38,226	36,693	(1,533)	-4.01%
Total	199,356	192,462	(6,894)	-3.46%

Source: P Census

# **EXHIBIT 3**

04/24/2014

Dear St Francis Center for Women's Health Patient,

You are receiving this letter because you were receiving OBGYN care at our Burgdorf location at 131 Coventry St in Hartford. Please be advised that effective Monday, April 28, 2014, we will no longer be providing services at that location. We have rescheduled your appointment at our 1075 Asylum Ave location. Please be assured that your same provider will be able to see you at this location, and we are keeping your appointment at the same scheduled time. If you have any questions, please feel free to call us at 860-714-4327. Again, we are located at 1075 Asylum Ave, on the corner of Asylum Ave and Woodland St with convenient parking in the rear of the building. We are also located on the busline with the stop directly in front of our building.

Sincerely;

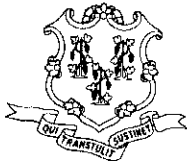
Saint Francis Center for Women's Health

LETTER

# **EXHIBIT 4**

The St. Francis Medical Group Center for Women's Health has moved Obstetrical and Gynecologic services from our Burgdorf location to our main office at 1075 Asylum Ave in Hartford. Please call with any questions or to make an appointment at 860-714-4327.

POSTCARD



**STATE OF CONNECTICUT**  
DEPARTMENT OF PUBLIC HEALTH  
*Office of Health Care Access*

June 3, 2014

VIA FACSIMILE ONLY

Mr. R. Christopher Hartley  
Senior Vice President, Planning,  
Business Development & Government Relations  
Saint Francis Hospital and Medical Center  
114 Woodland Street  
Hartford, CT 06109-1299

RE: Certificate of Need Determination Report Number 14-31916-DTR  
Changes to staffing levels and staffing model for the Hospital's Outpatient Pediatric Clinic  
Saint Francis Hospital and Medical Center

Dear Mr. Hartley:

On May 2, 2014 and May 23, 2014, the Office of Health Care Access ("OHCA") received your submission in response to OHCA's request for information regarding recent or planned changes to the Saint Francis Hospital and Medical Center ("Hospital") outpatient pediatric clinic services offered in its Gengras Medical Office Building ("MOB") and whether such changes constitute a termination of an outpatient service by the Hospital. OHCA bases the determination issued herein on the following information:

1. The Hospital currently offers an outpatient pediatric clinic program within its Gengras MOB at 1000 Asylum Avenue in Hartford, which is on the main campus of the Hospital and directly connected to the Hospital. A number and variety of medical offices and hospital clinics are located within the Gengras MOB.
2. The Hospital indicates that it is making changes to the staffing model for the outpatient pediatrics program that will focus on full-time physicians.
3. The outpatient pediatric clinic located at the Gengras MOB will remain in operation and the changed staffing model and reduction in the number of pediatricians and nurses will not result in a termination of the pediatric clinic services currently offered by the Hospital.
4. The new model of care delivery will be fully implemented on June 30, 2014. Patients with appointments before June 30, 2014 are currently being notified in person if their current provider will no longer be available at the Gengras site. Phone calls are being made to inform patients whose next appointment is after June 30, 2014.

*An Equal Opportunity Provider*

*(If you require aid/accommodation to participate fully and fairly, contact us either by phone, fax or email)*  
410 Capitol Ave., MS#13HCA, P.O.Box 340308, Hartford, CT 06134-0308  
Telephone: (860) 418-7001 Fax: (860) 418-7053 Email: OHCA@ct.gov




5. The Hospital plans to release a notification letter to all affected patients prior to July 1, 2014 which indicates:
  - a. Effective July 1, 2014, there *“will be some staffing changes in the Pediatric Clinic”* and that *“consequently some follow-up appointments may be with a different provider.”*
  - b. The Hospital hopes *“that all of our current patients stay with the practice, but if you are a family member that wishes to seek care elsewhere we have developed a process with Community Health Services to ensure a seamless transition.”*
6. The Hospital indicates that transfers are only occurring if the patient chooses to relocate their care and that, *“Some patients may wish to follow a specific pediatric provider to a new location of service.”*
7. The Hospital indicates that this staffing model change is being made to reflect a change in the demand for outpatient pediatric clinic services and that the model *“will provide more seamless physician coverage during normal clinic hours, enabling Saint Francis to pursue a Primary Care Medical Home (PCMH) certification for the pediatric clinic while assisting in the rollout of the EPIC electronic medical record for outpatients scheduled for implementation in FY2015.”*

The changes to the staffing levels and staffing model that are described above do not constitute a termination of outpatient services by the Hospital pursuant to Connecticut General Statutes § 19a-638(a)(4). The Hospital continues to provide the outpatient pediatric clinic services. Based upon the foregoing, OHCA concludes that a CON is not required. Please note that any termination of the outpatient pediatric clinic services by the Hospital will require Certificate of Need authorization.

If you have any questions regarding this letter, please contact Karen Roberts, Principal Health Care Analyst or me.

Sincerely,



Kimberly R. Martone  
Director of Operations

C: Rose McLellan, License and Applications Supervisor, DPH, DHSR

\* \* \* COMMUNICATION RESULT REPORT ( JUN. 3. 2014 10:38AM ) \* \* \*

FAX HEADER:

TRANSMITTED/STORED : JUN. 3. 2014 10:37AM  
FILE MODE OPTION

ADDRESS

RESULT

PAGE

351 MEMORY TX

98607148093

OK

3/3

REASON FOR ERROR  
E-1) HANG UP OR LINE FAIL  
E-3) NO ANSWER

E-2) BUSY  
E-4) NO FACSIMILE CONNECTION



STATE OF CONNECTICUT  
DEPARTMENT OF PUBLIC HEALTH  
OFFICE OF HEALTH CARE ACCESS

FAX SHEET

TO: R. CHRISTOPHER HARTLEY  
FAX: (860) 714-8093  
AGENCY: SAINT FRANCIS HOSPITAL AND MEDICAL CENTER  
FROM: KAREN ROBERTS  
DATE: 6/3/14  
NUMBER OF PAGES: 3  
*(including transmittal sheet)*

Comments: DN: 14-31916-DTR

PLEASE PHONE IF THERE ARE ANY TRANSMISSION PROBLEMS.

Phone: (860) 418-7001

Fax: (860) 418-7053

410 Capitol Ave., MS#13HCA  
P.O.Box 340308  
Hartford, CT 06134