



Sharon Hospital Annual Update

August 30, 2018

In accordance with the Agreed Settlement conditions set forth by the State of Connecticut when ownership of Sharon Hospital was transferred to Health Quest in August 2017, Sharon Hospital has agreed to provide the following information on an annual basis. These filings are due within one (1) month following the anniversary of Sharon joining the Health Quest System for a period of three (3) years and shall be posted on the Hospital's website.

Agreed Settlement Item #12:

Sharon agrees to file the following documents and information on an annual basis.

- a) A written report describing the achievement of the strategic plan components to retain and enhance healthcare services in the communities served by Sharon Hospital, including with respect to physician recruitment and resource commitments for clinical service programming.*
- b) A written report on its activities regarding efforts towards making culturally and linguistically appropriate services available and integrate throughout the Hospital's operations.*
- c) A written report identifying the amounts and uses related to community benefits and community building. The report shall include a full discussion of how such investments and support are being applied toward the health needs identified in the Community Health Needs Assessment and population health management objectives.*
- d) A list of the names, accompanied by a brief biography in first filing due subsequent to the member's appointment, of the fifteen Hospital Board of Trustee members.*

a) Sharon Strategic Plan Update

Sharon Market Overview

Sharon Hospital's primary service area includes the northeastern area of Dutchess County in New York, as well as the western parts of Litchfield County in Connecticut, including New Milford and Torrington. From a patient flow perspective, patients come to Sharon from both states, with about 54% of patients from Connecticut and 46% of patients from New York. Like many communities in New York State and Connecticut, Sharon Hospital's service area is experiencing minimal population growth with gradual declines in the numbers of young families and children. The largest demographic growth is expected in the number of residents aged 65 and older and from 2016 to 2026, the percent change in the 65-plus age range is projected to be over 20%.

In addition to a shrinking population, over the last several years, Sharon has also faced an increasingly competitive landscape from other providers in the region as health systems in Connecticut continue to consolidate and put pressure on Sharon's core operations. The market dynamics have resulted in a decline in volume and a deterioration of Sharon's financial performance in each of the last four years.

Mission and Vision

Our mission is to deliver exceptional healthcare to the communities we serve by pursuing the highest standards of quality, safety, service and compassion.

Our vision is to be the region's leading healthcare organization, recognized nationally for its quality, safety, service and compassion. Our dedication and investment in people, technology and facilities, distinguishes us as the provider of choice for patients, families and employees.

Sharon's Strategic Plan (2022)

To address the market challenges, Health Quest is committed to serve the local community and continue to invest in the Sharon region going forward. Our strategy will be consistent with our Mission and our Vision and will be rooted in the following strategic framework:

Provide the Highest Level of Quality Care

A	Achieve top decile performance in quality and service
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Stabilize Acute Care Volume to Ensure Sustainability

B	Improving access to providers – both in-person and through technology
C	Increase the retention of patients who come to Sharon hospital by increasing the capabilities at Sharon Hospital
D	Decrease the out-migration of patients from the Sharon community through better access and capabilities, lower obstacles to care and more community recognition of services available at Sharon

Achieve Operational Efficiencies

E	Reducing costs through increased purchasing capabilities, reduced supply chain variations, and increased economies of scale for shared services
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To ensure that we are on track to meet our strategic goals, we are actively monitoring Sharon’s quality performance (via the Quality Dashboard) and tracking the following key indicators:

	2016 (actual)	2017 (actual)	2018 (projected)	2019 (target)	2020 (target)
Admissions (excluding psych)	2,395	2,254	2,391	2,553	2,604
ED Visits	13,920	13,645	14,196	15,158	15,461
Conversion Rate	11%	11%	12%	13%	14%
Transfer Rate (% of ED Visits)	3.1%	3.3%	2.8%	2.7%	2.6%
Case Mix	1.04	1.10	1.13	1.15	1.17
Surgeries	2,609	2,874	3,363	3,591	3,663
Operating Margin	0.6% (FY)	2.4% (FY)	4.3%	6.1%	6.0%

To achieve these objectives, Health Quest and Sharon Hospital are deploying specific tactics outlined below:

1. *Top-Decile Quality:* Last year, we revamped Sharon’s Quality and Performance Improvement Committee to include board members, physicians, and other hospital leaders. This committee is focused and engaged with system leaders to track outcome measures and drills down to specific quality issues to identify improvement opportunities for our patients with a goal of achieving top-decile quality by 2022. Additionally, we are in the process of developing Sharon’s community service plan so the hospital can continue to provide needed services such as free health fairs, complimentary screenings and public education for at-risk populations.
2. *Primary Care:* We are recruiting for primary care physicians to add more capacity in the region. While recent additions (e.g. Dr. Mantaro and Dr. Lefebvre) have not come to full capacity yet, we recognize that there are significant lead times, and it will take substantive time to bring primary care physicians to this region.
3. *Tele-providers:* We will launch our tele-provider network (for the entire health system) by year-end, creating additional points of access for patients to receive care through the health system and Sharon-based providers.
4. *Orthopedics:* We will continue to grow new services in the Sharon community to improve access, and services by independent orthopedic surgeons – specifically in joint replacement at Sharon Hospital. The objective for FY18 is to perform over 30 total joint surgeries by year end.
5. *Breast Surgery:* We are currently looking to recruit a breast surgeon to the market as part of our strategy to improve access and retain patients within the community.

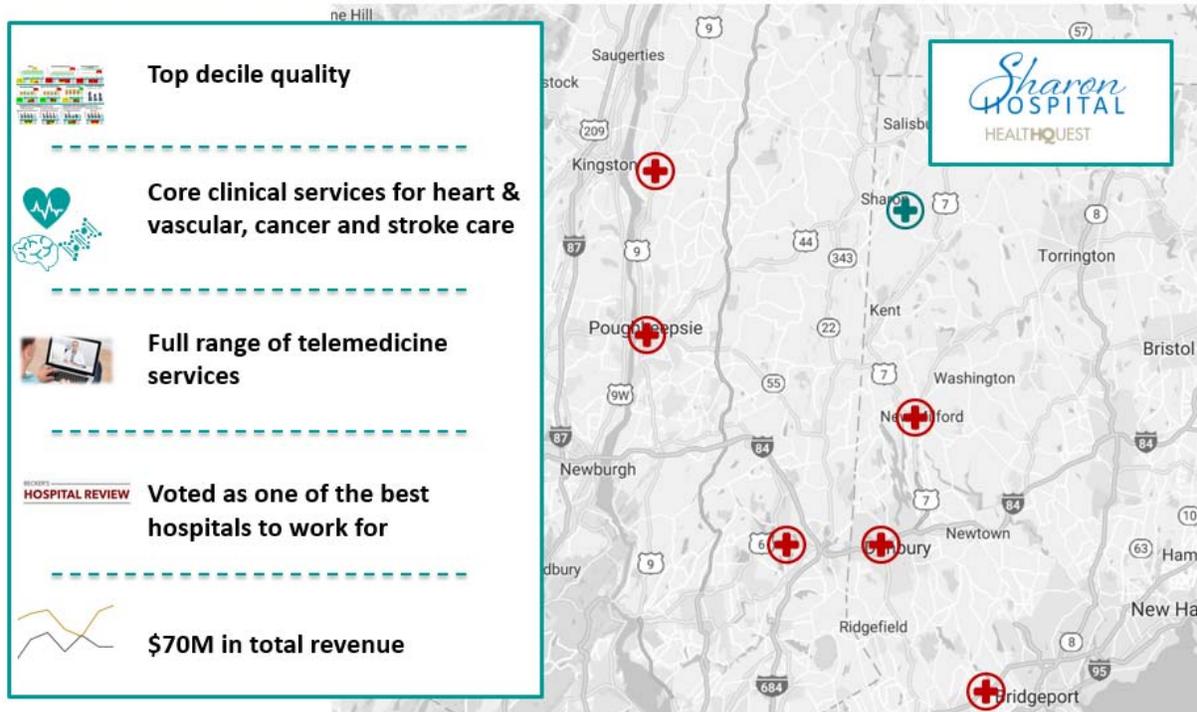
6. *Senior Behavioral Services:* We are in the construction phase of expanding the Senior Behavioral Unit to meet the level of demand for these services. This 5-bed expansion will be operational in FY19.
7. *e-ICU Services:* We are currently piloting e-ICU services at Northern Dutchess Hospital and are expecting the clinical improvements in care to become evident. Once the review of the data is complete, and assuming it is compelling, we will expand the e-ICU concept to Sharon Hospital. This is expected to support the retention of additional patients at Sharon that would otherwise need to be transferred to other facilities.
8. *Telemetry:* Sharon Hospital will be outfitted to support telemetry (remote heart monitoring), allowing for additional cardiac care to be provided at Sharon Hospital without the need for transfer. This is expected to be completed in 2019.
9. *Women's Services:* We recognize that the demographics of Sharon's primary and secondary service areas may not support a long-term presence of obstetrical care. Women of childbearing years and the number of available deliveries in the market have been declining, and the ability for Sharon to retain qualified obstetricians and clinical staff for the region is expected to become untenable. We are committed to provide pre-natal and post-delivery care for those obstetrical patients that do remain in the market. In addition to clinic services at Sharon, we will continue to enhance preventive care services for women through the implementation of 3D mammography (2018) unit so the latest breast cancer detection technology is available to women in our community.

To address the needs of our aging community, we intend to invest in the development of a comprehensive women's health program, with a focus on our aging population. Women age 65 and older currently make up 11% of the total population and are expected to grow to 13% in the next 10 years¹. The comprehensive women's health program will include pre- and post-natal care, GYN care, peri-menopausal care, heart health, integrative care, aesthetics and more.

¹ The Claritas Company, Demographics Expert V.2.7

Vision for Success

Sharon Hospital by 2022



Sharon Hospital 2022 represents a fundamental turn-around of the hospital’s position in the region, its sustainability as a critical resource for the region, its overall quality, and its financial contributions. From 2022 forward, Sharon Hospital is envisioned to continue its vital role as a community hospital, providing quality care in its core service lines (emergency care, general surgery, respiratory disease, cardiac disease, stroke) and serving as an integrated channel for more acute care services to the tertiary hub(s) of Health Quest and other systems located in Connecticut.

b) Culturally and Linguistically Appropriate Services

Sharon Hospital offers many ways to overcome the barriers that language differences and physical disability can create for patients.

Communication assistance

Patients have the right to receive assistance with communication. Sharon Hospital has interpretation services, American Sign Language interpreters and devices to assist patients with disabilities. All are free and confidential.

Language interpreters

If English is not the preferred language, Sharon hospital will arrange for complimentary interpreter services through CyraCom.

Resources for the hearing impaired

For those with hearing problems, Sharon Hospital offers American Sign Language (ASL) interpreter assistance and pocket talkers for hearing assistance. For voice amplification, a Pocket Talker is supplied, which is a cell-phone-sized device with headphones. It is used to amplify sound and filter out non-voices and other ambient noises.

Visually Impaired and Special Needs Assistance

When a patient cannot see clearly enough to read documents or has cognitive issues, Sharon offers “qualified readers” at no charge. A qualified reader is a staff member who reads consent forms and other vital documents slowly and articulately and who pauses frequently enough to inquire if the patient understands and/or has any questions. A magnifying glass is also available to those who request one.

Spanish Translated Documents: Health Quest provides all vital documents in Spanish for our LEP Hispanic patients. These include consent forms, discharge information, financial forms and medical brochures. The Health Quest website provides an overall description of services available in Spanish. The patient financial assistance paperwork is also available on the website in Spanish.

Cultural Competence/EEO/ADA

Health Quest encourages and supports diversity in its workforce. This includes diversity in race, color, creed, gender, disability, sexual orientation, national origin, education, age, marital status, geographic origin, background and skills. To give equal employment and advancement opportunities to all people, Health Quest will select, promote, transfer, recruit and train associates in all job classifications based on each person’s performance, qualifications, and abilities. Health Quest will engage in an interactive and flexible process with a qualified individual with known disabilities in an attempt to identify an effective accommodation that will allow the associate to perform the essential functions of the job. The Equal Employment Opportunity policy covers all employment practices, including selection, job assignment, compensation, discipline, termination, and access to benefits and training. Health Quest seeks an environment that is open and respectful of individual differences.

c) Development of community benefit programs and community building activities

Sharon Hospital created a Community Health Needs Committee (CHNC) in late 2017 to address community needs and to develop a community health improvement plan. The committee is made up of board members, the executive team, hospital staff and community members. By charter, the CHNCs at each Health Quest hospital are tasked with overseeing the development and updating of the community health needs assessments, monitoring the hospital's responses to the assessment to ensure that the identified healthcare needs are being met and reporting back to the hospital and Health Quest boards. Additionally, representatives from Sharon participate in community boards and task forces that keep them in regular touch with their community partners. The CHNCs meet quarterly to review progress toward the goals developed and will determine if any changes are required. Project-specific workgroups will be developed to implement tactics developed in the implementation plan.

Because Sharon Hospital was a for-profit entity prior to Health Quest's acquisition, it was not required to conduct a CHNA or develop a community health improvement plan, therefore there is no current needs assessment available. Following IRS guidelines to complete a CHNA in the second tax year, Sharon's CHNA is due by December 2018, and is near completion. The CHNC has already selected two focus areas – Chronic Disease and Mental Health – and are currently working to develop specific tactics for each area.

Sharon Hospital began using CBISA Community Benefit Reporting software in 2018 to track community benefits. The hospital currently provides a number of community programs such as GetFit, Mental Health First Aid training, Freedom from Smoking, multiple support groups, free car seat safety checks, and educational lectures. So far in 2018, Sharon has tracked 11 events, serving 3,613 people. The staff members look forward to expanding these programs through the implementation of the upcoming community service plan.

In 2019, Sharon Hospital, along with the three New York Health Quest Hospitals, will participate in the first Regional Community Assessment (RCHA) with Healthlink NY. Sharon is located in the northwest corner of the state and has a primary service area in both Connecticut and New York. Healthlink NY, seven local health departments and multiple hospitals will conduct a joint assessment that extends over the NY/CT border, allowing us to capture data on this unique region. This will be the first collaboration of its kind in the area.

d) Sharon Hospital Board Members

Arthur J. Bassin:

Arthur (Art) J. Bassin is local businessman, veteran and volunteer. Professionally, he most previously served as the Director of Salisbury Bancorp & Salisbury Bank and Trust. A resident of Ancramdale, NY, Art volunteers his time on many boards for community and municipal organizations. He received his bachelor's degree from Harvard College and his MBA from Harvard Business School.

William M. Kirber, MD:

William M. Kirber is an ophthalmologist who has practiced in Lakeville, Connecticut for more than 36 years. He received his bachelor's degree in Biology from Harvard College, and attended medical school at the University of Pennsylvania. He is a lifetime fellow of the American Academy of Ophthalmology and has been on the medical staff of Sharon Hospital since 1982.

Hugh A. Hill:

Hugh A. Hill is a health insurance broker in Litchfield County, Conn. Hugh was a member of the advisory board of Sharon Hospital under the hospital's previous ownership by RegionalCare Hospital Partners. Prior to his current position, he owned and operated two art galleries: One in Brooklyn, NY and the other in Kent, CT. Hugh attended Dartmouth College and received his bachelor's degree in psychology and urban studies.

Kathryn Palmer-House, Ed.D.

Kathryn (Katie) Palmer-House is the Town Clerk of the Town of Dover, NY. In addition to her municipal appointment, she serves as an adjunct psychology instructor at Dutchess Community College in Poughkeepsie, and as president of Hufcut Funeral Home in Dover Plains, NY, which she co-owns with her husband. Katie received a doctorate degree in adult learning and leadership from Teachers College of Columbia University, a master's degree in community and counseling psychology from Marist College, and a bachelor's degree in psychology from Western Connecticut State University. Katie volunteers for many community organizations, including Dover Lions Club, for which she has served as President since 2014, and Foundation for Community Health, for which she is a former board member, past chair and past secretary.

Kenneth Schechter:

Kenneth (Ken) Schechter is a real estate executive who currently serves as principal for Parallel Holdings LLC & Parallel Asset Management LLC. Prior to this, Ken was the president and founder of Parallel Capital LLC, a commercial real estate lending company with offices throughout the United States. Before real estate, Ken's career focused on politics and social advocacy. Ken received his

bachelor's degree from Vassar College and a Juris Doctor degree from New York University School of Law.

Pierce Sioussat:

Pierce Sioussat is chief executive officer at Bioforce USA, a supplier of natural health and beauty products in the United States. Prior to joining his father-in-law at Bioforce USA, he led a successful career in advertising, marketing and product development in New York City. The Millbrook resident volunteers his time with the Berkshire Taconic Foundation, Youth Career Development Initiative, and The Kildonan School. Pierce received his bachelor's degree in applied voice from The New England Conservatory of Music.

James Quella:

James Quella is a senior advisor of the private equity group at Blackstone, a financial services and asset management firm based in New York City. He has more than 37 years of experiences in the financial services industry. He is a published author, having co-authored a book as well as numerous articles about the financial services industry, which appeared in business journals, newspapers and business publications. James is a graduate of the University of Chicago's Booth Graduate School of Business where he received his MBA with concentrations in finance and international business. He also received a bachelor's degree from the University of Chicago in international studies. James also owns and operates Q Farms, a pasture-based protein farm in his town of residence, Sharon, Conn.

Joel W. Jones:

Joel W. Jones is a senior commercial executive who is known and trusted throughout the chemicals industry. Most previously, he served as the senior vice president of sales at Bioamber Inc., a Montreal-based public startup chemicals producer. Prior to this, he worked as chief commercial officer for private start-up KODA Distribution Group, which manages a portfolio of independent specialty chemical distributors across North America. Before KODA, Joel held a 29-year career with the Dow Chemical Company. Joel received his bachelor's degree in chemical engineering from University of Missouri and is a Six Sigma-Certified Green Belt.

Miriam Tannen, RN, NP-C:

Miriam (Mimi) Tannen is the co-owner of MPI, Inc., an engineering and manufacturing company located in Poughkeepsie, NY. In addition, Mimi is a certified nurse practitioner who specializes in women's health. She spent 15 years working for Planned Parenthood of the Mid-Hudson Valley (PPMHV) in roles of progressively increasing responsibility. She ended her tenure at PPMHV as a member of the senior management team in her role as director of clinical services, where she was responsible for hiring, training and evaluating clinicians. Prior to her time at PPMHV, Mimi was a

registered nurse at Sharon Hospital. She received a bachelor's degree in women's health from SUNY Empire State College and an associate's degree in nursing from Dutchess Community College.

Pari Forood:

Pari Forood is the executive director of Miles of Hope Breast Cancer Foundation, a non-profit organization dedicated to raising funds for breast cancer awareness, support and programs. Prior to her role at Miles of Hope, Pari served as campaign manager for various New York State political campaigns, including Senator Steve Saland, and as the women's issues coordinator for U.S. Senate Candidate Rick Lazio. She received her bachelor's degree in political science from Vassar College and her master of public administration degree in non-profit management from Marist College. A resident of Lakeville, Conn., Pari volunteers her time to various non-profit boards of directors in both Connecticut and New York.

Richard J. Cantele, Jr.:

Richard (Rick) J. Cantele, Jr. is President and Chief Executive Officer of Salisbury Bank and Trust Company. Rich has worked at Salisbury Bank and Trust in positions of progressively increasing responsibility since 1981. In addition to his professional responsibilities, Rick volunteers his time for more than ten local community organizations, including the Berkshire Taconic Community Foundation. A resident of Salisbury, Conn., Rick received his bachelor's degree in finance with a minor in management from Fairfield University.

Susan C. Iovino, DNP, RN

Susan C. Iovino is the director of medicine/surgery and critical care at Jamaica Hospital Medical Center. A lifelong nursing and healthcare professional, Susan is now responsible for all inpatient medical, surgical and critical care units at the Queens, NY Level I trauma center. In addition to her clinical duties, she serves as an adjunct professor of nursing and informatics at Sacred Heart University. Susan received a doctorate in nursing practice from Oakland University, a master of science in nursing from Western Connecticut State University, and a bachelor of science in nursing from Adelphi University. In addition, the Kent resident completed the Wharton Nurse Executive Fellowship at the Wharton School of Business at the University of Pennsylvania.

Agreed Settlement Item #13:

On an annual basis, Health Quest and/or Sharon Hospital shall submit an updated plan demonstrating how health care services will be and are being provided by Sharon for the first three years following the Transfer Agreement, including any consolidation, reduction, or elimination of existing services or introduction of new services (the "Services Plan"). The Services Plan will be provided in a format consistent with that provided by Health Quest to OHCA in its response to Question 2 in the Second Completeness letter, dated Feb. 21, 2017. Health Quest and/or Sharon shall annually attest that there has been no change in the plan provided on February 21, 2017 or, if services have or are planned to change from the February 21, 2017 submission, Health Quest and/or Sharon shall specify all changes, any consolidation, reduction, or elimination of existing services or introduction of new services.

Updated Hospital Service Plan

TABLE 2 – SHARON HOSPITAL SERVICE PLAN FOR FIRST THREE FISCAL YEARS

Service Category	# of Available Inpatient Beds	Address of Service	Hours of Operation for o/p services	Consolidating	Reducing	Eliminating	Expanding	Adding New Service
Inpatient (list existing & planned)								
Med/Surg (Including Hospice & Pediatrics)	28 (staffed)	50 Hospital Hill Road Sharon, CT 06069	24/7					
ICU	9	50 Hospital Hill Road Sharon, CT 06069	24/7					
Obstetrics	6	50 Hospital Hill Road Sharon, CT 06069	24/7					
Geripsychiatry	12	50 Hospital Hill Road Sharon, CT 06069	24/7				X ²	
Rehabilitation	0	N/A	N/A					
Bassinets	16	50 Hospital Hill Road Sharon, CT 06069	24/7					

² Construction is currently underway to add 5 additional beds, a total of 18 licensed beds will be available for future needs after this project is complete.

Service Category	# of Available Inpatient Beds	Address of Service	Hours of Operation for o/p services	Consolidating	Reducing	Eliminating	Expanding	Adding New Service
Outpatient (list existing & planned)								
OB/GYN		120 Park Lane, Suite A202 New Milford, CT 06776	M-F, 9 a.m. – 5 p.m.				X ³	
		50 Amenia Road Sharon, CT 06069	M-F, 8:30 a.m. – 5 p.m.					
		76 Church Street Canaan, CT 06018	F, 1:30 p.m. – 4:15 p.m.					
		115 Spencer Street Winsted, CT 06098	Thurs., 9 a.m. – 5 p.m.			X ⁴		
Medical Oncology		N/A	N/A					X ⁵
Chemotherapy		N/A	N/A					X ⁶
Diagnostic Imaging ⁷		50 Hospital Hill Road Sharon, CT 06069	24/7					
Magnetic Resonance Imaging (MRI)		50 Hospital Hill Road Sharon, CT 06069	M, W, F. 8 a.m. – 4 p.m.; T, W, Th 8 a.m. to 6 p.m.					

³ Health added three (3) total OB/GYN physicians among its Sharon-area sites, (2) have since left the market

⁴ This was a professional service agreement that was not assigned at time of closing in August 2017.

⁵ Health Quest has not added this service in year one

⁶ Health Quest has not added this service in year one

⁷ Services provided at 50 Hospital Hill Road, 24/7 are both inpatient and outpatient services.

Service Category	# of Available Inpatient Beds	Address of Service	Hours of Operation for o/p services	Consolidating	Reducing	Eliminating	Expanding	Adding New Service
Computed Tomography (CT)		50 Hospital Hill Road Sharon, CT 06069	24/7					
Pediatrics		64 Maple Street Kent, CT 06757	M. – F., 8 a.m. – 4:30 p.m.					
Primary Care		64 Maple Street Kent, CT 06757	M. – F., 8 a.m. – 4:30 p.m.				X ⁸	
Primary Care contd.		29 Hospital Hill Road Sharon, CT 06069	M., W. – F., 8 a.m. – 6 p.m.; Tue. 8 a.m. – 5 p.m.					
Rehabilitation		50 Hospital Hill Road Sharon, CT 06069	M. – F., 8 a.m. – 5 p.m.					
General Surgery/ Orthopedic Surgery		50 Hospital Hill Road Sharon, CT 06069	M. – F., 8 a.m. – 5 p.m.				X ⁹	
Emergency Department		50 Hospital Hill Road Sharon, CT 06069	24/7					
Lithotripsy		50 Hospital Hill Road Sharon, CT 06069	24/7					

⁸ Health Quest has added (2) family practice and (4) cardiology physicians to its primary care locations in and around Sharon.

⁹ Health Quest has not yet expanded this service in year one

Service Category	# of Available Inpatient Beds	Address of Service	Hours of Operation for o/p services	Consolidating	Reducing	Eliminating	Expanding	Adding New Service
Laboratory		50 Hospital Hill Road Sharon, CT 06069	24/7					
Hospitalist		50 Hospital Hill Road Sharon, CT 06069	24/7					
Urology		120 Park Lane, Suite A202 New Milford, CT 06776	M-F, 9 a.m. – 5 p.m.					
		17 Hospital Hill Road Sharon, CT 06069	M-F, 9 a.m. – 5 p.m.					
New Services								
Pain Management		50 Hospital Hill Road Sharon, CT 06069	Friday, 8 a.m. – 5 p.m.					X ¹⁰

¹⁰ Service Added in 2018

First Year Accomplishments

Sharon Hospital has already made great strides improving the clinical abilities of the hospital through added and enhanced services.

1. *Cardiology Services:* Consistent with the desire to decentralize care to the hospitals, and meet a stated goal of increasing the number of patients that are cared for at Sharon (and not transferred), we evaluated the hospital's ED transfer logs for the year prior to acquisition. During this period, we recognized that the largest reason for transfer was cardiac disease. With the support of Dr. Soucier, the cardiology division was supported with the addition of Drs. O'Dea, Gundeck, Schaefer, and Levin. The addition of these doctors allowed for 24 by 7 by 365 in-hospital cardiology coverage. Since the acquisition, cardiac admissions to Sharon Hospital have increased by 20%, and conversely, transfers of cardiac patients to other facilities (including other HQ hospitals) have dropped by also 20%.
2. *Emergency Medicine:* In January 2018, Sharon Hospital discontinued the agreement with EmCare for the provision of ER professional services, and employed the emergency department providers through Health Quest Medical Practice. This change was a deliberate strategy to minimize the out-of-network copayments that burdened patients who accessed services at Sharon. With this change, virtually all patients presenting to Sharon's emergency department are in-network for benefits and therefore are responsible for a fraction of the out-of-pocket expenses that they had prior. We believe this is in the best interest of the community by reversing the stigma of high out-of-pocket costs associated with Sharon's emergency department. This will allow more patients to access emergency services within the community.
3. *Anesthesia Services:* As part of our strategy to improve access and retain patients within the community, we changed our anesthesia provider to be more aligned with the needs of our surgical specialists. This has allowed for a more efficiently run operating room, better use of surgeons' time, and the delivery of high-quality anesthesia services. As a result of this change, we have seen surgical volumes increase at Sharon – thereby allowing patients in the community to receive care locally.
4. *Pain Management Services:* This is a new service offering at Sharon, which provides alternative and effective pain management for patients and a referral mechanism for primary care physicians who see patients experiencing chronic pain. Dr. Elvis Rema of North American Partners in Anesthesia (NAPA) practices at Sharon once per week and has a full patient panel. This new service provides a resource patients can utilize when they suffer from chronic pain and are looking for relief.
5. *Primary Care:* We have begun to add more primary care physicians to the community. We have added Dr. Kathleen Mantaro to Sharon and Kent and Dr. Suzanne Lefebvre to Kent, bringing us to four providers in the community. We are currently in discussions to recruit two additional primary care providers to the region in order to facilitate greater access to physicians in the community.
6. *OB/Gynecology:* We have added Dr. Susan Parisi to Sharon. Dr. Parisi specializes in women's health and integrative medicine for patients from early adolescence through post-menopause. A total of three providers were recruited, two have since left the market.

7. *Geriatric Psych Expansion:* The Geriatric Psychiatric inpatient unit is expanding from 12 beds to 17 beds with the addition of five single-occupancy rooms. With this capital investment in a unit with a steady and high census, HQ is proving its dedication to patients who require these specialized mental health services. As one of only 28 inpatient psychiatric facilities in the State of Connecticut, our investment in the expansion and enhancement of mental health services is a necessity for this vulnerable patient population.
8. *Remote Monitoring:* Last year, we launched our Electronic Sitter program, a new technology that allows us to monitor patient rooms remotely, from Sharon Hospital, for potential fall victims. This program was launched at VBMC, with the intention of spreading to our other entities, and is already showing significant success in dramatically improving use of appropriate resources and decreasing the number of unassisted falls.
9. *Electronic Medical Record:* To facilitate better coordinated care, and to create a consistent framework across the health system for clinical information, quality reporting and centralized performance efficiency, we have completed the IT transition from Meditech to Cerner Patient Record and Patient Accounting. This is the first full electronic medical record implementation for Sharon, and creates a big step forward for both clinical care and demonstrating performance against benchmarks. The investment in Cerner required replacement of all PC installs on the Sharon campus, as well as upgrades to the core infrastructure, switching, and wireless network.
10. *Specialty Consults:* Sharon's providers now have access to a 24-hour consultation telephone line that connects them with an on-call specialist needed to perform real-time consults. Through the newly implemented electronic medical record system, the on-call provider can remotely connect to the patient's EMR, allowing the providers to discuss a treatment plan in a timely fashion. This directly increases access to care for patients at Sharon and allows them to receive the expert care of providers who may not be on-site at Sharon while staying close to home in their local hospital.



Peter R. Cordeau, being duly sworn, deposes and says:

That I am currently employed as President of Sharon Hospital, located at 50 Hospital Hill Road, Sharon, Connecticut 06069. Sharon Hospital is an affiliate of Health Quest Systems, Inc.

Sharon Hospital entered into an Agreed Settlement dated July 18, 2017 with the Department of Public Health Office of Health Care Access, regarding the transfer of Sharon Hospital from Essent Healthcare of Connecticut, Inc. to Vassar Health Connecticut, Inc. a subsidiary of Health Quest Systems, Inc., under docket number 16-32132-CON (the "Agreed Settlement").

As agent/representative of Sharon Hospital, I affirm the following regarding number 12(e) to the Agreed Settlement:

That Sharon Hospital and Health Quest have used its best efforts to:

- i. meet the obligations of Conditions 2 – 4 of the Agreed Settlement;
- ii. not convert any physician offices to hospital-based status;
- iii. maintain Sharon Hospital's commercial health plan contracts that were in place as of the closing through the remainder of their terms; and
- iv. continue to maintain medical and surgical services, the intensive care unit and emergency department, obstetrics, geropsychiatry, OB/GYN, diagnostic imaging, primary care, rehabilitation, lithotripsy, laboratory, hospitalist and urology services subject to the availability of appropriate physicians and community need.

Dated: 8/29/18

Signed: Peter R. Cordeau
Name: Peter R. Cordeau

Sworn to before me this 29th day of August, 2018

Peter R. Cordeau
Name: Virginia Marie DeLillo
Notary Public

Virginia Marie DeLillo
Notary Public, State of New York
No. 01DE6136957
Qualified in Ulster County
Term Expires November 14, 2021



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As agent/representative of Sharon Hospital, I affirm the following regarding number 13 to the Agreed Settlement:

That Sharon Hospital and Health Quest have submitted an updated Services Plan, with the following changes:

- i. Geripsychiatry – construction is currently underway to add 5 beds
- ii. OP OB/GYN (115 Spenser Street, Winsted) – this was a professional service agreement that was not assigned at the time of closing in August 2017.
- iii. MRI – hours changed
- iv. Addition of OP Pain Management Services

No other services have been changed, consolidated, reduced or eliminated.

Dated: 8/29/18

Signed: Peter R. Cordeau
Name: Peter R. Cordeau

Sworn to before me this 29th day of August, 2018

Peter R. Cordeau
Name: Virginia Marie DeLillo
Notary Public

Virginia Marie DeLillo
Notary Public, State of New York
No. 01DE6136957
Qualified in Ulster County
Term Expires November 14, 2021