# **Fact Sheet**

#### Who we are

Hallmark Health System is the premier, charitable provider of vital health services to Boston's northern communities. The system includes Lawrence Memorial Hospital of Medford; Melrose-Wakefield Hospital, Melrose; Hallmark Health Cancer Center, Stoneham; The CHEM Center for MRI, Stoneham; Hallmark Health Medical Center, Reading; Hallmark Health VNA and Hospice, Malden; Lawrence Memorial/Regis College Nursing and Radiography Programs, Medford and Ell Pond Medical Associates. Hallmark Health is affiliated with Massachusetts General Hospital for cardiology and Tufts-New England Medical Center for neonatology.

#### Our mission, vision and values

Our mission is to provide, in a community-based setting, the highest quality health care to Boston's northern suburbs. Our vision is to be the healthcare system of choice in our region, with demonstrated service to and support from area residents and physicians.

## Who we help

We are here to help anyone who is looking for high quality service and care in a local setting. Giving you and your family access to the same level of services and expertise found in Boston but in a much easier to navigate community setting. With the depth and breadth of services offered throughout our system, we are here to support you and your family from birth throughout all phases of your life and any medical needs you may encounter along the way.

#### Our services

Hallmark Health provides care in a wide array of clinical categories including internal medicine, surgery, maternal/newborn services, psychiatric care, walk-in service and emergency services. Hallmark Health also offers quality-focused specialty care in the areas of cardiac and endovascular health, bone and joint replacement, bariatric surgery and cancer care. In addition, Hallmark Health offers convenient access to the latest imaging and diagnostic services, including MRI, CT scan, digital mammography, ultrasound, interventional radiology and a full range of laboratory and physical rehabilitation services. Our two outpatient medical centers and our home care agency round out the full line of services offered throughout our healthcare system.

## Our major clinical locations

- Lawrence Memorial Hospital, Medford
- Melrose-Wakefield Hospital, Melrose
- Hallmark Health Medical Center, Reading
- Hallmark Health Cancer Center, Stoneham
- Hallmark Health VNA and Hospice, MaldenMalden Family Health Center, Malden

#### Our clinical relationships

- Maternal & Newborn Care Tufts-New England Medical Center
- Angioplasty & Cardiac Catheterization Massachusetts General Hospital

### **Key Service Lines**

- Bone and Joint Program
- Hallmark Health Cancer Center
- Cardiac & Endovascular Center

- Imaging/Diagnostics
- Hallmark Health Medical Center
- Weight Loss and Management Program

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## What we do by the numbers (\*annual numbers)

Founded in: 1997Volunteers: Over 250

ER Visits: 65,000\*

Home Care Visits 116,000\*

Number of beds: 357Physicians: Over 700

Surgery Cases: 22,600\*

• Employees: Over 3,250

Nurses: Over 650

Admissions: 17,000\*

Philanthropic Support: 2,399 donors, over \$580,000 in FY07

#### Our commitment to the communities we serve

As a core part of our values, Hallmark Health is committed to the communities that we serve. To help us fulfill this community benefit commitment we have established community outreach teams. The teams help us determine where our support would have the greatest impact to the health and well being of everyone in the community. Some of these efforts include organizing over 40 local health programs in over 8 communities, including providing over \$2 million in community service programs that include Flu shot clinics, a Tri-city WIC program, various health screenings and education programs and much more. We have collaborated with local agencies to foster emergency preparedness programs and disaster readiness. As a system, Hallmark Health provided over \$8 million in uncompensated care last year to people in the communities we serve.

## Our commitment to quality

We believe that quality care starts internally, by working together to build the teams, policies and commitment necessary to deliver the level of care our patients deserve. We then take these internal guidelines and translate them to new, high-quality care and service for our patients as measured by clinical and industry guidelines and standards. Our success to-date is reflected in the recent recognition and ratings we have received and the future recognition and ratings that we will continuously strive to obtain.

#### Recognition

- Lawrence Memorial Hospital designated Blue Distinction Center for Bariatric Surgery Blue Corss and Blue Shield of Massachusetts
- Lawrence Memorial Hospital and Melrose-Wakefield Hospital named to Harvard Pilgrim Health Care Hospital Honor Roll for health care quality
- Bariatric Surgery Center of Excellence, Lawrence Memorial Hospital American Society of Bariatric Surgery
- Above national average quality ratings for heart attack, heart failure and pneumonia care Joint Commission Report
- Hallmark Health Cancer Center received a three-year approval with commendation from the Commission on Cancer (CoC) of the American College of Surgeons (AcoS) for compliance to standards set by these organizations, Hallmark Health Cancer Center
- Best Places To Work Five consecutive years Boston Business Journal
- Favorite Hospitals in the Region Readers Choice Awards - Community Newspapers
- Breastfeeding Achievement Award Massachusetts Deparment of Public Health
- Center of Excellence Lawrence Memorial/Regis College Nursing Program National League for Nursing

To find a physician or learn more about the services offered at Hallmark Health call 1-800-540-9191.

www.hallmarkhealth.org