Dear Friends,

I am pleased to share the 2017 annual report for Circle Health and Lowell General Hospital. As I reflect back on 2017, I could not be more proud of the many ways our team has exceeded expectations and made a positive impact on the health and well-being of those we serve – both within the walls of the hospital and beyond.

From our renowned physicians and clinicians who continue to do groundbreaking work locally in areas like cancer care, intensive care, pathology, and surgical services to our team’s community-focused outreach to address the most pressing public health issues like addiction, hunger, behavioral health and access to care, Circle Health is leading the way and making a powerful difference in the lives of those who live, work and learn in our region.

Our team’s commitment truly helps extend our reach beyond what many may consider the traditional boundaries of healthcare. Whether it is our paramedics providing life-saving care at more than 9,000 calls out in the field, our community outreach professionals connecting those struggling with addiction with much needed resources, Circle Health continues to improve the way healthcare is delivered in our region.

In 2017, our community came together in truly inspirational ways. Over 5,000 people joined the fight to raise a historic $1 million for Lowell General Hospital’s TeamWalk for CancerCare – a cause dedicated to making the battle easier for those of our friends and neighbors fighting cancer. The Circle Health Ball for Community Health Initiatives generated funding for grants that will make a direct impact on some of the region’s pressing health issues. And together, our staff and the community at large raised more than $150,000 for the 2017 Sun Santa basket raffle, making the holidays brighter for countless families in our area.

As I look ahead, this commitment to exceeding expectations will only grow stronger. While Circle Health and Lowell General Hospital are not immune to the many challenges and uncertainty facing the healthcare industry, we will remain focused on ensuring that we have a strong and sustainable hospital and health system that provides the highest quality care to those we serve. This is a responsibility that every member of the Circle Health team holds sacred, and we will continue to keep our promise to provide Complete connected care to our patients and their families at the heart of everything we do.

On behalf of the entire Circle Health team, thank you for your support and entrusting us with your healthcare needs. We look forward to each and every opportunity to exceed your expectations in the months and years ahead.

Sincerely,

Joseph A. White
President and Chief Executive Officer
Circle Health at a Glance

14 Top Docs as chosen by *Boston Magazine*

4,350 Employees committed to *Complete connected care*

715 Talented primary care physicians and specialists

9,000 Paramedic calls answered each year

150,000 Patient contacts for emergency, inpatient, home care and health center services

Patient Highlights

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<td>Patient discharges</td>
<td>22,145</td>
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<td>Patients days of care provided</td>
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<td>Average length of stay (in days)</td>
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<td>Radiation therapy procedures</td>
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<td>Births</td>
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<td>Emergency services</td>
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<td>Diagnostic imaging procedures</td>
<td>262,549</td>
<td>268,721</td>
<td>Outpatient clinic visits</td>
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2017 Circle Health Leadership

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**Susan Green**
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**Geraldine Vaughan**
Senior Vice President of Network Integration, Circle Health; Executive Director, Lowell General Physician Hospital Organization

**Sabrina Granville**
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Vice President of Revenue Services, Lowell General Hospital

**Susan Levine**
Chief Executive Officer, Lowell Community Health Center

**Rachel Chaddock**
Executive Director, Circle Home, Inc.
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Patient discussions with Circle Health physicians using Conversation Guide training
As a Palliative Care physician, Dr. Ramya Prabhakar’s goal has always been to bring relief to patients’ suffering and improve quality of life as they cope with serious or advanced illness. Much of this relief is provided through counseling, treatment and medication, but Dr. Prabhakar is pioneering a new way to care for those living with serious illness and helping other Circle Health physicians do the same. The new intervention – a conversation. Led by Dr. Prabhakar, Lowell General Hospital is one of the few hospitals in the country to pilot the Conversation Guide, which serves as a roadmap to help patients consider their preferences about how they want to live and what is most important in their life.

“The goal is to provide better communication for patients with serious illness, to give them a more realistic and holistic approach to what they are facing,” Dr. Prabhakar says.

The Conversation Guide was developed and implemented by Ariadne Labs, a Boston-based research institution focused on developing better health care solutions at the most critical points in people’s lives. To help patients think about their priorities as they emotionally process their individual situation, physicians use questions like:

“What are your most important goals if your health situation worsens?” “What gives you strength as you think about the future with your illness?” “How much does your family know about your priorities and wishes?”

As part of a Blue Cross Blue Shield grant that funded the two-year implementation of the Ariadne program, master trainers, who underwent specialized training, and the Palliative Care team are now training providers across the Circle Health community, including specialists like oncologists, cardiologists, nephrologists and pulmonologists.

In addition, the majority of Circle Health’s affiliated primary care physicians have been trained as well. As a result, more than 250 of these conversations have occurred in the past year across the Circle Health community.

“Lowell is a primary care focused community,” Dr. Prabhakar says. “A lot of these PCPs have great, long-lasting relationships with their patients. We want palliative care to permeate into the primary care world.”

The impact of these conversations is often best witnessed through individual experiences. Dr. Prabhakar recalled one case in which a very sick man was hesitant to talk, but through a conversation he revealed he was worried he would not see his granddaughter get married.

“When the family got to hear that, they held the wedding in his hospital room,” she says. “He got to see them marry, and then went on to hospice care.”
In 1983, Lowell’s three hospitals each pitched in $60,000 to provide a new paramedic service that would bring Advanced Life Support care into the community, shortening response time for critical patients and saving lives as a result.

Now 35 years later, healthcare in the region has been unified under the banner of Lowell General Hospital and Circle Health, but the paramedic service remains. The reason is simple – it saves lives.

“Sending the paramedics on critical calls improves patient care,” says Shaun Dean, chief of Lowell General Paramedics and a 32-year veteran of the service. “Patients in the field receive care faster, and that leads to better care once they get to the Emergency Department.”

In 2017, Lowell General paramedics responded to more than 7,000 calls in Lowell, and nearly 10,000 in all. Spread out across the community to speed response, these trucks roll out with a pair of trained paramedics to support local ambulance services and first-responders on calls potentially requiring a higher level of care.

Hospital-based paramedic services are rare in New England, but Lowell General Hospital continues to support the service as part of our commitment to providing Complete connected care to residents of the communities we serve.

For patients suffering from trauma, stroke, heart attack, overdose or other life-threatening conditions, every minute counts. Working in the field, Lowell General’s paramedics can stabilize these patients – even intubate them if necessary.

As the patient is transported by ambulance to the hospital, paramedics communicate vital information to physicians. For example, for a heart attack patient, an EKG reading showing the heartbeat can be sent electronically to the cellphone of a waiting cardiologist, who can then prepare the operating room if necessary.

“Quality of care is important to us,” says Dr. Jonathan Drake, who serves as Medical Director of both Emergency Services and the Paramedic Service. “Many of our paramedics have decades of experience, giving them a high level of skill in handling these critical patients.”

These skills are passed on to the community through a number of different trainings, as well. Dr. Drake and the paramedics provide trainings to 18 different organizations, including fire departments, ambulance services and many others at little to no cost.

The training adds another layer of quality care in the community. “We have a high expectation when a critical patient arrives at the Emergency Department,” Dr. Drake says. “We want them stabilized and well prepped so we can be prepared. To provide the best care, we need that care to start in the field.”
September 3, 1983
The paramedic service debuts in Lowell, supported by a partnership between Lowell General, St. Joseph’s and St. John’s hospitals in an effort to save more lives in the community.

260
Number of hours paramedics provided to city events in 2017
Community Benefit
Our mission — Lowell General Hospital is committed to improving the overall health status of our community and, specifically, the health problems of the underserved populations of Greater Lowell. This is achieved by identifying existing and future health needs in the community, and addressing those needs through new or existing health initiatives, including education, prevention, and screening programs, both independently and in collaboration with other community resources.

LOWELL GENERAL HOSPITAL’S FISCAL YEAR 2017 COMMUNITY BENEFIT PLAN FOCUSED ON FOUR MAJOR HEALTH PRIORITY AREAS USING DATA OUTLINED THE 2016 GREATER LOWELL COMMUNITY HEALTH NEEDS ASSESSMENT – MENTAL HEALTH, SUBSTANCE USE, CHRONIC DISEASE AND HEALTH IMPROVEMENT.

MENTAL HEALTH

Mental health is considered the top health priority in the region. The assessment’s focus groups further identified stress, depression, post traumatic stress syndrome and anxiety as specific issues facing local residents. These groups also acknowledged an increase in mental health issues in children and young adults.

RESPONSE

In response, Lowell General Hospital sought to improve education, resources and support with the objective to increase the availability of such services.

• Supported trainings in the internationally recognized and evidence-based curriculum known as Mental Health First Aid, an 8-hour program that teaches individuals how to help a person who is developing or struggling with a mental health problem or is in crisis.

• Offered 85 free or low-cost programs on depression, anxiety, self-harm and adolescent suicide prevention in the community. Providing these programs to nearly 650 youth and adults combined has helped increase education and awareness within our population.

• Expanded mental health education programming, focusing on a variety of areas, including stress reduction, suicide prevention, caring for the caregiver, Mental Health 101, anger management, depression and anxiety, ultimately reaching more than 800 members of the community.
SUBSTANCE USE
Lowell saw 2,144 hospital admissions per 100,000 due to substance abuse in 2011, a rate nearly double the Massachusetts state average. Community groups expressed concern at the lack of services and care available for those suffering from a substance use disorder.

RESPONSE
• Continued promotion of our Opioid Awareness Campaign in partnership with the Greater Lowell Massachusetts Opioid Abuse Prevention Collaborative (MOAPC), which highlighted the risk of heroin addiction linked to opioid use.
• Developed the Greater Lowell Grandparents as Parents (GAP) Support Group in response to the growing number of grandparents (or kindship caregivers) raising children, an estimated 80% of whom are raising children due to substance use disorder.
• Developed a deeper partnership with Megan’s House, a residential treatment home for women ages 18-26, located in Lowell, providing four separate programs for residents, including healthy cooking, personal safety and self-defense and stress management.
• Funded a $50,000 grant to Lowell’s Initiative on Non-Opioid Drug Use, a two-year program in the Lowell public schools to implement a prevention curriculum for grades 5-8, reaching more than 1,800 students, or 42% of the middle school population.
• Maintained active participation on several community task forces addressing substance abuse issues within Greater Lowell, including the District Attorney’s Greater Lowell Opioid Task Force, the City of Lowell’s Opioid Task Force and the Greater Lowell Health Alliance’s Substance Use and Prevention Task Force.

CHRONIC DISEASE
Chronic disease is the leading cause of death and disability in the U.S. – with nearly 50% of all adults reporting at least one condition. Heart disease, stroke, cancer, type 2 diabetes, obesity and arthritis are among the most common, costly, and preventable of all health problems.

RESPONSE
• Offered preventative health screenings, including blood pressure, body mass index, body fat percentage and blood glucose to over 1,100 community members.
• Partnered with several local nonprofits including the Cambodian Mutual Assistance Association (CMAA), Lowell Housing Authority and Lowell Community Health Center to provide health screenings and educational programs on-site for their members and clients in an effort to serve vulnerable and at-risk populations.
• Coordinated more than 70 programs and outreach events within the community from heart disease prevention to nutrition workshops, serving more than 3,000 residents.
• Focused efforts to improving access to healthy foods for local residents by collaborating with Mill City Grows, a non-profit organization working to improve food justice in Lowell, and the Merrimack Valley Food Bank, providing fresh produce to more than 2,000 community members.
• Provided supplementary funding through Project Fit America to install an outdoor Fit-Pit, a state-of-the-art playground designed to enhance children’s fitness, at the McCarthy Middle School in Chelmsford.

TARGET POPULATIONS
IMMIGRANTS AND REFUGEES • ELDERLY • LOW-INCOME INDIVIDUALS AND FAMILIES • YOUTH MINORITY POPULATIONS • INDIVIDUALS CLASSIFIED AS “AT RISK” • INDIVIDUALS WITH CHRONIC DISEASE INDIVIDUALS AFFECTED BY BEHAVIORAL HEALTH AND/OR SUBSTANCE USE ISSUES
COMMUNITY HEALTH IMPROVEMENT

The Healthy People 2020 report identified five key areas of social determinants of health that impact health outcomes: economic stability, education, social and community context, access to health and healthcare, and built environment.

RESPONSE

• Invested in the future of quality healthcare by working with local schools, colleges and universities through our Careers in Healthcare student program, student internships and clinical practicums, totaling approximately 15,000 staff hours dedicated to nearly 800 students.

• Staff actively participated in more than 30 community boards, coalitions, committees, and task forces throughout the Merrimack Valley.

• Provided support to Habitat for Humanity to assist in community builds to renovate homes for new families in need. In addition to financial support, the hospital participated in three community builds.

• Provided primary support through both financial and human resources for the Greater Lowell Health Alliance, which brings together healthcare providers, business leaders, educators, and civic and community leaders with a common goal to improve the overall health of our communities.

• Partnered with the GLHA on the development of the first-ever Greater Lowell Community Health Improvement Plan (CHIP), which will be used as a roadmap for health improvement over a 3-5 year period to guide the investment of resources of all organizations that have a stake in improving the health of the residents of Lowell and the surrounding communities.

• Provided nearly 700 Tdap (tetanus-diphtheria-pertussis) and influenza vaccination clinics to members of the community.

To view Lowell General Hospital’s 2018 community benefit plan, visit www.lowellgeneral.org/communitybenefit.
“We would only be able to do half of what we do without our local partners like Circle Health.”

$10,000 Funding from Circle Health to hold Crisis Team Law Enforcement Trainings
At Circle Health, our focus goes beyond providing traditional healthcare services for patients. To provide *Complete connected care*, we seek out strategic partnerships that benefit the overall well-being of the communities we serve.

The Tewksbury Police Department shares that commitment, putting a sharp focus on caring for its community beyond its day to day duties enforcing the law.

“Without the generosity offered through grants and programs from Circle Health, we would not be able to offer these programs and services to our community,” Chief Timothy Sheehan says. “We are convinced that our community is better served thanks to this partnership.”

The collaboration between the Tewksbury Police Department and Circle Health has impacts in a number of areas, from behavioral health to child safety.

In 2017, the Tewksbury Police Department was the recipient of a grant from the Circle Health Ball for Community Health Initiatives for the department’s Crisis Intervention Team Law Enforcement Trainings, which focused on improving officers’ de-escalation skills when interacting with those suffering from mental illness on scene, reducing Emergency Department visits in the process.

Working closely with Maria Ruggiero, Program Director for the Substance Abuse Prevention Collaborative, and Community Services Officer Jennie Welch, Circle Health’s Community Health and Wellness team has worked to facilitate a number of other programs for the department.

For Ruggiero, who is leading the department’s efforts to combat the opioid crisis in her community, Circle Health has helped carry out a program called Mental Health First Aid for all of the department’s officers to develop the skills needed to identify and help someone who may be developing a mental health issue or is potentially in crisis.

Ruggiero believes the program helps officers refer individuals dealing with mental health issues to places that can help them, rather than sending the person to the emergency room or jail.

“There are ways you can interact with these people that can de-escalate a situation,” Ruggiero says. “The officer, the person, and the whole system benefits.”

Welch, who does outreach and events focused on the community’s youth and families, has also found Circle Health to be there when she needs us.

Efforts on which Welch has partnered with Circle Health include self-defense and anti-bullying programs for kids, educational and car seat programs for new parents, and health education at the department’s annual Safe Halloween event.

“We would only be able to do half of what we do without our local partners like Circle Health,” Welch says.
Making an Impact Across Greater Lowell
Chief Medical Officer Arthur Lauretano, MD, is ready to make an impact

When Dr. Arthur Lauretano accepted the role of Chief Medical Officer (CMO) of Circle Health, he did so because he believes he is in the best place to practice medicine.

Having spent 21 years as a practicing ENT-Otolaryngologist in the Lowell area, Dr. Lauretano believes the talented medical staff and leadership set Lowell General Hospital and Circle Health apart from any community healthcare system in New England.

In his tenure as CMO, he wants to make sure patients and his fellow physicians have the same confidence.

“When a patient walks in that door, I want them to feel like they are getting the best care possible not just in Lowell, but the best care anywhere,” Lauretano says. “And I want our primary care physicians and specialists to feel like they are providing care in the best environment possible.”

Leadership has been a cornerstone of Dr. Lauretano’s esteemed career. He has previously served on the board of the Lowell General Hospital PHO, as Medical Director for both the Multidisciplinary Head and Neck Cancer Center and Inpatient Specialty Services, and as president of the Lowell General Hospital medical staff. He has a master’s degree in Healthcare Administration and Clinical Informatics from UMass Lowell. He also serves as a clinical instructor at Harvard Medical School and a clinical assistant professor at Boston University School of Medicine.

“I’ve always had an interest in making a larger impact on medical care in addition to the one patient at a time approach,” Dr. Lauretano says. “I’ve always loved taking care of patients, particularly from the surgical side, but I’m also interested in leading broader programs.”

As CMO, Dr. Lauretano hopes to continue Circle Health’s work to keep more patients closer to home. He touts the hospital’s multidisciplinary cancer programs, the robust bariatrics and joint replacement programs and the hospital’s newly expanded, state-of-the-art Intensive Care Unit as being the envy of community hospitals across the country.

To do that, he will continue to look for ways the Circle Health system can treat patients in the most appropriate and cost-effective setting while maintaining a wide range of programs to reduce the need for patients to travel outside their community for care.

He credits the hospital’s leadership and community of talented physicians for their bold approach, making Lowell General a medical institution that should be counted alongside Boston’s tertiary hospitals as among the best in New England.

“We are a forward thinking institution,” he says. “We are willing to think outside the box. We see ourselves as a hospital and a system that will challenge ourselves to push the envelope and make sure we are looking for opportunities. And I love a challenge.”
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* It is with sadness that we observe the death of the noted physician in our community. We are honored to recognize his dedication to patient care. This physician passed away in 2017.
Rick Hanson: A Legacy of Leadership

For the past 25 years, Rick Hanson has demonstrated a steadfast commitment to the healthcare needs of Greater Lowell and Lowell General Hospital’s ability to meet them.

After witnessing the compassion shown by caregivers in the Emergency Department earlier in his life, Hanson chose to join the Board of Directors in 1993, beginning a legacy of support and leadership. He went on to serve as Chairman of the Board of Trustees and became a driving force behind the creation of a new Emergency Department, as well as the construction of the Dahod building in 2012 that modernized our hospital for a generation to come.

As he prepares to retire from the Board, Hanson spelled out his passion and commitment for improving healthcare in this region, and why others should follow his example:

“Lowell General Hospital has been a part of Greater Lowell for well over 100 years. Our forefathers knew a non-profit healthcare facility was critical to the well-being of the community. Nothing has changed. In order to maintain the long history of quality health care, WE must now be the forefathers. Income from patient care, whether it comes from a governmental payment plan or a private insurance group or an individual payee, pays just enough for services, drugs and other necessities, and nothing more. The Dahod building that was completed in 2012 and other capital needs are being paid for by the new forefathers. Every dollar that can be given by the community is needed. Whether it’s TeamWalk, the Circle Health Ball, the Lowell General Hospital Auxiliary, the annual golf tournament or the many other fundraisers, every dollar counts. The most important thing to keep at top of mind is – if you can, you should. No matter how large or small your contribution, every dollar counts. It’s our community, our hospital and our commitment.”
Thank You to Lowell General Hospital’s Generous Donors

The ongoing support of our generous donors resulted in nearly 25,000 gifts totaling over $3.3 million at the close of 2017. These funds are vital to helping your community hospital provide advancements in care to the residents of Greater Lowell and the Merrimack Valley.

During 2017, your support enabled us to finish the renovation of our longtime ICU, the final step to completing the Gil and Marilyn Campbell Intensive Care Unit that nearly doubles our capacity to care for our most vulnerable patients. This ICU offers state-of-the-art technology and construction features that allows for family-centered care, close to home. This past year was also a record-setting success for TeamWalk for CancerCare, which raised $1 million for the first time in its history, a milestone that will allow us to provide more support services for cancer patients when they need it most. It is only through the generosity of our committed donors that projects like these are possible.

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- Mrs. Stephen S. Wheeler
- Ms. Brenda J. Williams
- Mr. George Young, Jr.

**J.K. Fellows Society**

We are grateful to the members of the J.K. Fellows Society for including Lowell General Hospital in their estate and financial plans:

- Drs. Gopala and Shashikala Dwarakanath
- Atty. and Mrs. Arthur L. Eno
- Michael and Carol Gilchrist
- Mrs. Joan Hagopian
- Mr. and Mrs. Frank Hopkins
- Clifford Ross Jennings
- Raymond and Paula Leavitt
- Ruth C. and John E. Leggat
- Mr. and Mrs. David H. Mason
- Jean M. and Francis X. McCafferty
- Robert A. and Shirley M. McKittrick
- George W. and Claire L. McQuade
- Mrs. Phylis Messer
- Alberta R. and Howard V. Mooney
- Annie Neofotistos
- Mary Neofotistos
- Mrs. Edward R. Paris
- Mrs. John Pearson, Sr.
- Mr. and Mrs. John H. Pearson, Jr.
- Mrs. Jane R. Stack
- Ms. Joanne P. Souza
- Mrs. Jonathan T. Stevens
- Mr. and Mrs. Edward Thistle
- Mr. and Mrs. Gerald R. Wallace
- Ms. Nancy E. Winter
- Mr. and Mrs. Frank Hopkins
- Clifford Ross Jennings
- Raymond and Paula Leavitt
- Ruth C. and John E. Leggat
- Mr. and Mrs. David H. Mason
- Jean M. and Francis X. McCafferty
- Robert A. and Shirley M. McKittrick
- George W. and Claire L. McQuade
- Mrs. Phylis Messer
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- Annie Neofotistos
- Mary Neofotistos
- Mrs. Edward R. Paris
- Mrs. John Pearson, Sr.
- Mr. and Mrs. John H. Pearson, Jr.
- Mrs. Jane R. Stack
- Ms. Joanne P. Souza
- Mrs. Jonathan T. Stevens
- Mr. and Mrs. Edward Thistle
- Mr. and Mrs. Gerald R. Wallace
- Ms. Nancy E. Winter

**Tribute Gifts**

We are grateful for the tribute gifts given in honor of the following people:

- Alexandra Belfeau
- Mrs. Mary P. Bennett
- The Circle Health Leadership Team
- Ms. Suzanne Cloutier
- Mario Cordova, MD
- Ms. Valerie Courser
- Michael Coyle, MD
- Gopala K. Dwarakanath, MD
- Emergency Department Staff
- Mr. George Ferrero
- Ms. Michele Fisher
- Mr. Howard Goodwin
- Mr. Richard Grove
- Mr. Rick W. Hanson
- Mr. Tom Hess
- Ms. Susan McKee
- Mr. Marc Mondou
- Ms. Parneta G. Murray
- Mr. Herbert T. Raistrick
- Mr. Brendan C. Riley
- Ms. Mary Sequiera
- Mrs. Jane Sullivan

For the complete donor list, visit www.lowellgeneral.org/donors
Signature events inspire community’s support

CIRCLE HEALTH BALL AWARDS GRANTS TO MENTAL HEALTH PROGRAMS

The 2017 Circle Health Ball for Community Health Initiatives raised over $385,000 in donations to benefit mental health grants in Greater Lowell.

More than 620 guests gathered at the Westin Boston Waterfront Hotel on March 5 for the 12th annual event, which included silent and live auctions along with dinner and dancing to the music of Nightshift.

The Community Initiatives Grant winners were:

• The Boys and Girls Club of Greater Lowell’s new Youth Mental Health Services program
• Chelmsford’s Col. Parker Middle School’s Developmental Designs Program
• The Tewksbury Police Department for its Crisis Intervention Team Law Enforcement Trainings

The evening also included a “Fund a Need Drive,” which raised $50,000 to support the Lowell Transitional Living Center and its creation of a coordinated mental healthcare team to address mental health needs within the city’s homeless population.

GOLF CHALLENGE ECLIPSES $450,000 TO SUPPORT SAINTS CAMPUS PROJECT

Under a bright sky dimmed only by the solar eclipse on August 21, at The International golf club in Bolton, a sold-out group of 252 golfers enjoyed a day of fun, food and prizes, and raised $450,000 toward the Lowell General Hospital’s next capital project.

The donations from golfers and sponsors will support a first floor renovation at the hospital’s Saints Campus, which will include an updated and expanded Emergency Department. The new ED will include a 36-plus bed unit, including eight pods in a separate area for behavioral health patients.

For the second straight year, additional fundraising support came via helicopter. The Helicopter Ball Drop is a 50/50 raffle in which each entry is assigned a golf ball. The more than 600 golf balls sold were taken up in a helicopter, which swooped in and dropped them on the 18th hole. The winner is the owner of the ball closest to the hole. This year, one ball rolled into the cup, netting the winner $4,600.
TEAM WALK FOR CANCERCARE TOPS $1M MARK FOR FIRST TIME

Since walkers first took to the streets of Lowell to support the fight against cancer in 2000, the dream of TeamWalk for CancerCare leaders was to one day raise $1 million in a single year. In 2017, that dream came true.

On May 21, thousands of walkers and dozens of volunteers took to the streets of Lowell for the 18th straight year to support cancer patients throughout the Merrimack Valley.

TeamWalk has now raised a total of more than $12 million in its history. The money provides grants for patients in need, funds support groups and transportation to treatment, cover costs of wigs and prosthesis, hold preventive screenings and more. More than 25,000 patients have been impacted by this support.
The Lowell General Hospital Auxiliary’s work dates back to 1951, and while so much has changed in healthcare over that time, the group’s support has never wavered.

The mission of the Auxiliary is to promote and advance the welfare of Lowell General Hospital. Through a variety of events and activities, the Auxiliary provides its members, the hospital and the community at large with the opportunity to enjoy elegant social events, purchase unique items and engage in educational healthcare programs while providing important financial support for the hospital. From 1951-2017, the Auxiliary has generated $3,801,500 for Lowell General Hospital.

The biggest source of fundraising from the Auxiliary comes from sales at the gift shops at the main and Saints campuses. These shops have become a go-to shopping destination for guests, patients, staff and the public due to their unique selection of gift items, cards, sports memorabilia, clothing and more. Auxiliary members also organize a range of events throughout the year. These include “Taste of the Town,” which features gourmet tasting items from the finest chefs and restaurants in Greater Lowell; the springtime “Daffodils and Desserts” sale, and the “Winter Affair with a Little Flair,” featuring cocktail sampling competition.

Annual contributions made by the Lowell General Hospital Auxiliary are either designated for a special purpose or used by the hospital as most needed. In 2017, the Auxiliary continued its four-year, $500,000 commitment to the expansion of the Intensive Care Unit and adjacent Healing Garden on the main campus, which will allow more critically ill patients to be cared for close to home.
## 2017 Highlights

### Lowell General Hospital Financials

#### Balance Sheet

<table>
<thead>
<tr>
<th>ASSETS</th>
<th>FY17</th>
<th>FY16</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash and equivalents</td>
<td>$43,124,000</td>
<td>$49,231,000</td>
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<tr>
<td>Investments at market value</td>
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<td>Patient accounts receivable</td>
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<td>Property, plant and equipment</td>
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<td>Due from affiliates</td>
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<td>Other assets</td>
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<tr>
<td>Total assets</td>
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<td>481,734,000</td>
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<table>
<thead>
<tr>
<th>LIABILITIES AND NET ASSETS</th>
<th>FY17</th>
<th>FY16</th>
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<tbody>
<tr>
<td>Accounts payable and accrued expenses</td>
<td>$87,731,000</td>
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<td>Due to third parties</td>
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<td>Due to affiliates</td>
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<td>Debt</td>
<td>178,770,000</td>
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<td>Other liabilities</td>
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<tr>
<td>Total net assets</td>
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<td>159,926,000</td>
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<tr>
<td>Total liabilities and net assets</td>
<td>499,543,000</td>
<td>481,734,000</td>
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</tbody>
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#### STATEMENT OF OPERATIONS

| Operating revenue | $451,764,000 | $441,385,000 |
| Operating expenses | 447,616,000 | 431,761,000 |
| Operating income | 4,148,000 | 9,624,000 |

#### UNCOMPENSATED CARE COSTS

| Net charity care | $10,048,000 | $8,288,000 |

### Circle Health, Inc. and Affiliates Financials

#### Balance Sheet

<table>
<thead>
<tr>
<th>ASSETS</th>
<th>FY17</th>
<th>FY16</th>
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<tbody>
<tr>
<td>Cash and equivalents</td>
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<td>Other assets</td>
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<tr>
<td>Total assets</td>
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<table>
<thead>
<tr>
<th>LIABILITIES AND NET ASSETS</th>
<th>FY17</th>
<th>FY16</th>
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<tbody>
<tr>
<td>Accounts payable and accrued expenses</td>
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<td>Other liabilities</td>
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<td>Total net assets</td>
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<td>162,607,000</td>
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<tr>
<td>Total liabilities and net assets</td>
<td>539,490,000</td>
<td>506,834,000</td>
</tr>
</tbody>
</table>

#### STATEMENT OF OPERATIONS

| Operating revenue | $509,504,000 | $476,886,000 |
| Operating expenses | 517,223,000 | 473,159,000 |
| Operating income (loss) | (7,719,000) | 3,727,000 |

#### UNCOMPENSATED CARE COSTS

| Net charity care | $10,048,000 | $8,288,000 |

### Recognition and Awards

- HealthCare’s most wired winner 2017
- Robert Wood Johnson Philanthropy Award
- Magnet Recognition
- American Nurses Credentialing Center
- Healthiest Employers 2017