

Cooley Dickinson Hospital Report on Giving

FISCAL YEAR 2022



COOLEY DICKINSON
HOSPITAL
MASSACHUSETTS GENERAL HOSPITAL AFFILIATE



January 2023

To Our Generous Donors,

It is our sincere honor and pleasure to thank you for your generous support of local healthcare.

As the COVID-19 pandemic transitions into an endemic, we are inspired by the resiliency of our community. There is no question that the last two years have brought challenges, but there have also been stories of hope and the inspiring people and systems that push us forward.

Your generosity is at the heart of these stories. Your gifts support greater access to care and improve our ability to provide the high-quality healthcare that you, your loved ones, your neighbors, and our community deserve.

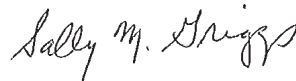
In this report on giving, you will learn about your fellow community members and organizations who make the healthcare Cooley Dickinson provides possible. You will read about a blood donor who became a legacy donor and an employee who honored the colleagues caring for her husband. You will learn about the Emergency Department and Childbirth Center, two critical projects that are possible with your support.

Cooley Dickinson is embarking on a five-year strategic plan focused on our workforce, access to great care, and the value that exceptional, compassionate, personalized care brings to our community. As we look to the future, we know that Cooley Dickinson Hospital can be one of the top healthcare institutions in the nation. And we know that is because of you, our generous community. Thank you.

Sincerely,



► **Lynnette M. Watkins, MD, MBA**
President and CEO
Cooley Dickinson Health Care



► **Sally Griggs**
Member, Board of Trustees
Chair, Development Committee



Breathing New Life into the Childbirth Center



We look forward to welcoming you into the fully reborn Childbirth Center later this year – thank you for making this important project possible!

Project Update

In November 2021, thanks to you, our generous donors, Cooley Dickinson Hospital began breathing new life into the Childbirth Center. Six labor and delivery rooms, seven postpartum rooms, and a new laboring tub area have each been renovated and upgraded so that local families can give birth in a more joyous, refreshed center. As this publication goes to print, construction is just about to start on the sixth and final phase of the project! This includes upgrading the Nursery to Department of Public Health designated Level 1B, so that at-risk babies requiring specialized care can remain here, with their parents, at their community hospital.

cooleydickinson.org/giving

Best Maternity Hospital 2022

Newsweek and Statista Inc. named Cooley Dickinson a Best Maternity Hospital for 2022! Cooley was one of only 350 hospitals nationwide to receive this distinction.

While celebrating this recognition, Childbirth Center Registered Nurse Claire Saphire shared, "We are given the privilege of attending to people through an immense and awesome transition, with moments that span the spectrum from joy to despair, fear, elation, anxiety, confusion, relief, love, anger, and happiness. We do not take for granted how remarkable this work is. And to our community who trusts us with the birth of your children, we offer our deepest gratitude."

Thank you to the many community members who make excellence in maternity care possible – with your generosity, Cooley Dickinson can continually invest in the teams, facilities, and operations that support families throughout childbirth and beyond.



Below

- ▼ Mayor of Northampton Gina-Louise Sciarra reads a proclamation declaring July 27, 2022 "Childbirth Center Day" in the City of Northampton.
- ▼ Claire Saphire, a Registered Nurse at the Childbirth Center, holds the "Best Maternity Hospital 2022" plaque presented to the team during an event celebrating the award.





Cooley Dickinson is grateful to the Pattons, our wonderful Childbirth Center staff, and all Cooley employees for their dedication, hard work, and generosity.

Dr. Edward Patton and the Employee Campaign: Delivering for our Community

When Dr. Edward Patton had his second interview at Cooley Dickinson, videographers from the local news stations were on hand at the Childbirth Center, which had just been built and was opening to the public for the first time. "I knew I was popular," jokes Dr. Patton, "and of course all that excitement wasn't about me."

That construction and Dr. Patton's interview were nearly twenty-five years ago. In the intervening years, Dr. Patton served as Chief of Obstetrics and Gynecology twice. His wife, Molly, gave birth to three of his five children at Cooley. He also chaired the employee campaign to raise funds for the renovation of the Childbirth Center, to which he and Molly made a substantial contribution.

"Cooley Dickinson isn't just my employer, it's our community's hospital. My family, my colleagues, and neighbors—we all utilize Cooley a lot and it's vital for all of us to have a healthy community hospital. So giving back just makes sense.

"Gifts to the Childbirth Center Campaign have allowed us to update the entire facility. Even more important, this campaign has allowed us to increase the scope of our work around caring for more high-risk babies and their families. Critical improvements to our nursery—an isolation room, specialized equipment, workflow changes—are allowing us to keep more high-risk babies right here with their families, instead of having to transfer them out of our community."

Providing All Parents Access to Milk

Breastfeeding can be a challenging experience, and not all moms can give their babies the milk they want to. That's where Cooley Dickinson's Human Milk Bank comes in.

The Childbirth Center partnered with Mother's Milk Bank Northeast to provide breast milk to babies whose parents do not have enough milk for them. The nonprofit milk bank collects milk from birth parents who have more than their baby needs and then, after a thorough screening, pasteurizing, and testing process similar to that used for blood donations, the milk is dispensed to babies in need. Cooley Dickinson was thrilled to begin offering this program in the Childbirth Center in 2022.

"I am so proud to work with Amy Walker, CNM, and Lisa Fitzgerald, IBCLC, without whose efforts the Human Milk Bank at Cooley

Dickinson would not be happening," says Helena McCracken, DO, Cooley Dickinson's Chief of Pediatrics.

"I'm also thankful for Cooley Dickinson's commitment to equity, which makes it possible for all families, regardless of their ability to pay, to benefit from this program."

▼ The first delivery of donor milk arrives at the Cooley Dickinson Childbirth Center.

From left

Amy Walker, CNM: Karen Przybyszewski, Childbirth Nurse Manager: Lisa Fitzgerald, Lactation Specialist: Stephanie Martin-Lucey, Nurse Practice Specialist: Laura Ernst, RN; Nasreen Azam, MD (Pediatric Hospitalist); Collette Vanderplas, RN.



Transforming Emergency Care: Campaign for the Cooley Dickinson Hospital Emergency Department



Thank you to John & Elizabeth Armstrong, Michael Cohen & Chia Collins, Jack Hornor & Ron Skinn, All States Materials Group, and an anonymous couple for collaborating to create the Million Dollar Community Challenge, which our community met in March 2022!

Together, We Rose to the Challenges!

Expanding and renovating the Cooley Dickinson Emergency Department is possible because our community is rallying together to transform emergency care. This past year, that included rising to three giving challenges: the \$1 million Community Challenge, bankESB's Challenge, and the Harold Grinspoon Challenge. Together, you collectively turned \$1.7 million into \$5.2 million – thank you so much!

Every dollar stays here, in your local community, and will improve the emergency care that we all rely on. Cooley Dickinson's Emergency Department is here for everyone. We are especially grateful that this year so many of you were here for your Emergency Department. Thank you!

bankESB, Cooley Dickinson, and You: Transforming Our Community's Emergency Department

bankESB has been a constant and generous supporter of Cooley Dickinson for decades. Notes Matthew Sosik, bankESB's President and CEO, "Every great community needs a great hospital, and for us that hospital is Cooley Dickinson."

Every great hospital needs a great Emergency Department. Ours is on track to serve over 39,000 patients this year. It is the hospital's front door and a literal lifeline for the communities we serve. The current Emergency Department is 40% undersized to meet the needs of those patients who require critical medical attention.

In yet another show of support, bankESB collaborated with Cooley Dickinson to establish The bankESB Challenge to support our Emergency Department campaign. bankESB committed to give \$500,000 if our community donated \$1 million by December 31, 2022.

Says Sosik, "For us, a \$500,000 challenge grant represents a way where we can not only give half a million dollars to this campaign, but also encourage

others to be generous, so Cooley Dickinson can make this important project a reality for all of us."

When the challenge was first established, Nancy Lapointe, bankESB Senior Vice President, Retail Banking, predicted, "You'll see what happens with this campaign. People are going to step up to the plate. People want to give back in this community."

Lapointe was right. Donors stepped up to give \$1.8 million in response to the challenge. Cooley Dickinson wishes to thank bankESB for inspiring our community and the many community members who made this challenge a success for emergency health care.

▼ **Pictured from left to right**

Nancy Lapointe, bankESB Senior Vice President, Retail Banking; Dr. Lynnette Watkins, CDHC President and CEO; Matthew Sosik, bankESB President and CEO; Karen Craig, bankESB Assistant Vice President, Branch Officer, King Street-Northampton office.



Nancy Lapointe: A More Personal Perspective

In addition to being a bankESB Senior VP and a member of the Cooley Dickinson Board of Trustees, Nancy Lapointe is also a daughter. Her loyalty to Cooley grows out of her personal experience as well. "I'll forever be grateful for the care my mother received at Cooley when she needed a pacemaker and had a lumpectomy. Wherever she was—in the ED, cardiology, day surgery—people were so caring. My mother has a hearing problem, but everyone made sure she understood exactly what was happening, step by step by step.



▲ Nancy Lapointe with her mother, Anne Lapointe.

The nurses just made her feel so comfortable. It was a wonderful experience for her," Nancy chuckles, "Anybody who'll listen, she'll tell them!"

The Brown Family Honors Their Mother

As a retired senior vice president of Easthampton Savings Bank and current member of the Emergency Department (ED) Campaign Cabinet, Tom Brown understands the critical importance of the ED to our community. "I knew my wife Diane and I would support the ED. At the same time, I saw a wonderful opportunity for my siblings and me to honor our mother, Phyllis Brown, who was a nurse's aide at Cooley Dickinson for 21 years."

Brown's sister, Monica Labrie, and his brothers James and Philip and their spouses were enthusiastic about the idea. "Our mother was widowed at the age of 35 with four children, ages 13, 9, 2 and just 6 months," notes Brown. "A single mother, she truly loved her time at the hospital, where she befriended many colleagues and patients. Although she retired from Cooley in 1984, she continued working, providing home care to seniors, which allowed them to stay at home. Our mother, who died at 91 in 2013, was an inspiration to everyone who knew her.



▲ A family gift was given by James and Lorraine Brown, Easthampton; Thomas and Diane Brown, Easthampton; Monica Labrie, Southamptton; and Phillip and Joan Brown, Siesta Key, Florida. The siblings are pictured here with their mother, Phyllis Brown, celebrating her birthday.

"My siblings and I think our mother would be thrilled by this donation to Cooley, a place she loved and where all 12 of her grandchildren were born!"



"My wife Shannon and I moved here from Washington D.C. with our son Edison, because we wanted to be part of a smaller community, where we could see our involvement directly making a difference."

The Welch Family Gift: Continuing a Family Tradition

About seven years ago, after being away from Northampton for over twenty years, Ed Welch and his wife made a deliberate choice to come "home."

Welch, who is Executive Director of Development at UMass's Manning College of Information and Computer Sciences, smiles broadly as he speaks about serving on Cooley's Emergency Department Campaign Committee and Development Committee.

"It's a thrill to reconnect into this community.

Sally Griggs, who chairs the Development Committee, is someone I've known my whole life. And I'm collaborating with contemporaries I've known since I was a kid!"

Recently, Ed, his wife, and his father, Dr. E.J. Welch, made a gift in support of the Emergency Department campaign. "I think every member of our family has spent time in the ED at some time or other," Ed laughs. "We love that this gift will not only help other people, but will help our own family throughout the arc of our lives."

Says Ed, "Certainly, our financial contribution is important and we're glad to make it and will continue to support the hospital. But giving time matters too. Growing up, my father and mother, Jane Welch, who worked with Cooley's Auxiliary, taught me this: You volunteer. You take part in your community, because that's how you shape it and how you build ties with your community."

cooleydickinson.org/giving

David Pierpont Stevens: A Legacy of Joyful Giving

Throughout his all too brief life, David Pierpont Stevens passionately believed that what matters more than anything is whom you've lifted up and what you've made better. A week before he succumbed to cancer, David was still working. And work he did.

For 28 years, David served as Executive Director of the Massachusetts Association of Councils on Aging (MCOA). On top of his full-time job, he served on numerous state-wide and national committees advocating for the needs of the aging and he was the proud Chair of the Board of Lathrop Communities, an independent living facility. He showed his love for Northampton by serving in multiple leadership roles including co-chair of Northampton's 350th Celebration, chair of the site location committee for the new senior center, and member of the Lesbian Gay Pride March Committee.

In the last year of his life, as he battled cancer, David was particularly proud to serve as trustee of the Cooley Dickinson Board.

Says Jeffrey Rankin, David's husband of nearly 38 years, "David really appreciated the quality of the people on the board and particularly enjoyed being involved with the hiring of the hospital's new CEO."

After David's death, Jeffrey discovered that his husband had established a life insurance policy in both their names to benefit the Emergency Department at Cooley Dickinson.

"That didn't surprise me," says Jeffrey. "David was in the ED for extended periods two times. The care he got was exceptional. But it was also clear that the working environment was challenging."

Upon David's death, Cooley received numerous gifts designated to the Emergency Department Campaign in his honor. "It's so fitting," notes Jeffrey. David's favorite movie was "It's a Wonderful Life."

Thank you, David, for your wonderful life of service. And thank you Jeffrey who, in David's words, "kept the home fires burning."

▼ David Pierpont Stevens and husband Jeffrey Rankin on their wedding day.





The Parmar Family: Committed to Family and Community

▲ Ranjan and Laxman Parmar.

In 1988, Laxman and Ranjan Parmar purchased a 22-room motel in Hadley, where they moved with their two young sons, Shardool and Kishore. Out of this humble beginning, the Parmars built the Pioneer Valley Hotel Group (PVHG), a family business that manages the largest number of hotel rooms in Western Massachusetts.

Not only have the Parmars created jobs for over 120 full- and part-time employees, they have partnered with other local businesses and invested in sustainable practices that benefit our entire community.

Cooley Dickinson is honored to be a beneficiary of the Parmar's generosity. They have contributed to the Childbirth Center, and more recently, they made a meaningful family gift to the Emergency Department (ED) Campaign.

Kishore, the Parmar's younger son and VP of PVHG, is an ED campaign volunteer and a former member of Cooley's Patient Family Advisory Committee. When asked why his family supports Cooley Dickinson, Kishore notes, "Cooley has been a big part of our lives. My son and my niece were born there. My father had both knees replaced there. And several of us have used the ED. Having a strong community hospital is important to my family and also to our employees, many of whom have worked for us for decades and are like family to us."

The emphasis on family is deeply important to the Parmars. "My dad has had two strokes," adds Kishore. "He is the patriarch of the family. Every time he's been down, he's gone to Cooley. Cooley has taken care of him, rehabilitated him, and got him back to our family. So it's kind of our good luck charm."

Thank you, Parmar family. We are lucky to have the support of community members like you who help keep Cooley strong.

Donor Roll

- The following list reflects cash gifts received by Cooley Dickinson Hospital during fiscal year 2022 (October 2021 through September 2022). Thank you to each and every one of you for supporting Cooley Dickinson and the patients we serve. Together, we make a difference every day.

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Linda Riley: Paying It Forward for 40 Years

For Linda Riley, RN, supporting Cooley Dickinson seems to come as naturally as breathing. Riley, who is our Infection Prevention Manager, has been making gifts to Cooley since at least 1983, which is as far back as the hospital's database goes.

Why this consistent support? "Cooley Dickinson is our community hospital," says Riley. "I bring my children here, my family members, my friends, and neighbors. So, when I'm giving to the hospital, I'm enabling the hospital to do a better job caring for the people I love most. And by giving back to the hospital, I hope my donation will help other families as I was helped."

Riley's beloved husband, David Provencal, died on August 9. "He was an incredibly wonderful person. He was smart, fun, and a great husband, dad, and grandpa."

Even in her grief, Riley is filled with gratitude, especially for her husband's principal physicians: Dr. Eric V. Granowitz, Dr. Zachary Lipkin-Moore, and Dr. Michael Paul Mortelliti. She has honored each with a brick in our Healing Garden.

"The care they gave David was incredible. They consulted with each other and with Mass General. They did research. They listened to our concerns and answered our questions. As a nurse, I knew David's situation was complicated and was not going to end well, but the doctors did absolutely everything they could. And they gave David hope; that was really important."



She is also thankful for the compassionate care that the Cancer Center and North 3 staff gave to David.

Riley also honored her colleagues with a Healing Garden brick. "During the summer and after David died, so many people reached out to me," says Riley, "I felt like I was wrapped in a blanket of support and caring. When I look back at this part of my life, I'm not going to remember the sad, what I'm going to remember is that outpouring of caring and support."

Thank you, Linda, for your decades-long caring and support of our community.

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► Recognizing the commitment of donors who make a gift in support of Cooley Dickinson every year.

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Establishing a Bloodline of Generosity

Donna Feng knows that blood saves lives. She was a regular blood donor at Cooley Dickinson Hospital for well over 20 years.

"The biggest privilege I had during those years was that I became blood related to my adopted dad," shared Donna. Years ago, Donna's adoptive father was at Cooley Dickinson and in need of a blood transfusion. It just so happened that Donna had donated the previous day.

And their blood types were a perfect match!

"Because I knew these people and they knew me, when it came time to give him a blood transfusion, they transfused my blood into him. And we became blood related."

"By including a legacy gift to the phlebotomy unit at Cooley Dickinson Hospital I can continue to support that program and a cause that's near and dear to me: the gift of life," said Donna. "I feel wonderful that I will be a part of transfusion medicine, the phlebotomy unit, and the pathology unit at Cooley Dickinson after I'm gone."

▲ Donna Feng stands in front of her name on the list of donors who gave at least 2 gallons of blood to Cooley Dickinson.

Donna never forgot Cooley's phlebotomy team and that care experience. As she updated her estate plans, she knew she wanted to give again, this time through a legacy gift.

cooleydickinson.org/giving

Caleb Cooley Dickinson Society

- In honor of our founder, we recognize and thank those who have included Cooley Dickinson in their estate plans to support a living legacy for future generations.

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Robert & JoEllen Aquadro Thank the Cancer Team

On New Year's Eve, Bob Aquadro came to the Hospital with a special delivery: a gift to thank the team who saved his life.

Bob was diagnosed with laryngeal cancer the previous January, and over the course of the year underwent treatments in Boston at Mass General Hospital and here, close to home, at the Mass General Cancer Center at Cooley Dickinson Hospital.

"You have no idea the team required to get you through, and get your spouse through, until you experience this yourself," Bob shared. "You're so scared, but you're surrounded by people with all areas of expertise, and with such kindness. I didn't want to use a feeding tube, but Dr. Sheldon explained it to me in a way that made sense. Then Stacey held my hand the entire time it was inserted. There were many moments like this. Everyone was compassionate."

"Yes, if I can tell anyone going through this one thing it would be: get the feeding tube!" JoEllen, Bob's wife, added. "And that it wasn't just one person who helped us. Everyone was wonderful. Both at Cooley and Mass General, you could see that everyone was wired to help people. They create a safety net. A safety net that extends 90 miles."

Bob continued, "When Dr. Weitzman, my primary care doc, called Dr. Burns' office at Mass General, they called back that same day. When I became a candidate for chemo, they set me up with an appointment at Cooley for the next week. It was seamless. And I never could have done the radiation in Boston. It meant everything to be home."



"But it was strange being back in that area of the hospital," Bob recalled. As a part of the Aquadro & Cerruti construction team, Bob helped build Cooley Dickinson's underground radiation suite in the late 1970s and then returned in the early 1990s to work on the addition where the linear accelerator now resides. "I remember conversations about these rooms like it was yesterday. Why we had to put the sprinkler there, how thick the concrete needed to be. I never imagined I'd be back. I hope no one else has to go on this ride."

"But many people will have to," JoEllen explained. "And that's the point. We're local people. We were both born in this hospital, our children were born in this hospital, and Bob worked on a lot of the building. We want this team to have what they need to care for others. You gave us the real gift. Now, we want this team to be here so that others can be saved."

Health Care Heroes Honored by Grateful Patients

- The following list reflects those Cooley Dickinson health care professionals who were recognized when a donor made a gift to Cooley Dickinson Hospital in their honor during fiscal year 2022 (October 2021 – September 2022). Cooley Dickinson is grateful to every patient who chose to publicly honor and thank the providers below with your generosity.

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Colleagues and Former Patients Honor Dr. Daniel McBride

On October 20, 2021, Dr. Daniel McBride, a respected and much-loved Cooley Dickinson physician, died unexpectedly at age 59 of a heart attack, following a bike ride.

Dr. McBride was a highly skilled orthopedic surgeon at Cooley Dickinson for 26 years. His Cooley "family" included colleagues in the Orthopedics and Sports Medicine practice, Operating Room, Emergency Department, and rehabilitation services.

Says his friend, colleague, and fellow cyclist, Dr. Peter Christakos, "After Dan died, I and so many other people in the Cooley community wanted to honor him." When Cooley's Development Office emailed Cooley Dickinson staff and Dr. McBride's patients about an opportunity to make a gift in his honor, responses poured in. "Dr. McBride was a gifted, kind, and humble surgeon," wrote a former patient.

Says Dr. Christakos, "Dan had a positive spirit. He always had a smile and kind word for the many he came into contact with. And he was talker, endearingly so, which is why he connected so well with people."

Gifts in Dr. McBride's honor support surgical services and a patient area in the Kittredge Surgery Center bears his name. Says Dr. Christakos, "It's in a high-volume spot so patients see it, and people who worked with him pass it multiple times a day."



▲ Orthopedic Surgeon Daniel McBride, MD – Missed but Never Forgotten.

Remembering Loved Ones

- The following list reflects those individuals in whose memory Cooley Dickinson Hospital received a gift during fiscal year 2022 (October 2021 – September 2022). We are very grateful to each and every person who chose to honor the memory of their loved ones with your generosity.

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Linda Zera

Continuing the Dickinson Legacy

Growing up, Joanne Dickinson's father Champ regularly talked about her great-great-great uncle, Caleb Cooley Dickinson. Caleb's \$100,000 bequest to establish a hospital for "the sick poor" was a point of immense pride. "There's a statue of him in the Hatfield cemetery. My Dad paid to have it professionally cleaned every five years," shared Joanne.

After 42 years as a surgical technician at Cooley Dickinson Hospital, Joanne is now planning for retirement. She wanted to be sure that someone looked after her estate when she is gone, which led to an "Aha! Moment" walking down Mt. Sugarloaf: she doesn't want Caleb to be the only Dickinson to support the hospital. Joanne established a living trust, with 50% designated to the Cooley Dickinson Operating Room (OR).

"I don't know what they'll need in the future," explained Joanne. "I recently found out that one

new OR table can cost \$60,000. I want to help make sure the OR has what they need, even if my gift makes a small difference."

Joanne's trust will provide critical support to the Operating Room for generations. Cooley Dickinson is very grateful that after decades of exceptional service, Joanne is following in Caleb Cooley's footsteps to prepare the hospital for the future.

▼ Joanne Dickinson with Caleb Cooley Dickinson's portrait. Joanne learned about the portrait during a staff "scavenger hunt" in the hospital 10 years ago. Her father, Champ, had never seen an accurate depiction of Caleb, because, as Joanne said, "Caleb was an eccentric man and hated having his photo done." Joanne organized an unveiling of the portrait for her dad's 83rd birthday. Because of her efforts, the portrait can now be viewed in the hospital's Dakin Conference Room.





Those Honored

- The following list reflects those individuals and groups that Cooley Dickinson received a gift in honor of during fiscal year 2022 (October 2021 – September 2022). We are incredibly grateful to each and every person who honored those below with your generosity.

Aspen B. Atkinson

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Cooley Dickinson Hospital Friends

Diane Dukette

Dr. Russell Gervais

Sally & Al Griggs

Carol C. Katz

Suzanne & Stephen Kulik

Anne & Rene Lapointe

Andrew Morse

My children, grandchildren,
& great grandson

Thomas O'Brien

Ed & Gail Orzechowski

Our Parents

Tim Papageorge

Marilyn Richards

Charles P. Staelin, PhD

Rita Stanisiewski

David P. Stevens' Social Work

Patricia Sweetser

Joseph & Veronica Usaforest

All Veterans

Lucas J. Whitlow

Cooley Dickinson is grateful to receive gifts in memory of and in honor of loved ones.

We work every day to honor their legacies. If you gave a gift in memory or in honor of a loved one during fiscal year 2022 and you do not see them on these lists, please contact us by emailing development@cooleydickinson.org.

Founders Society

► Honoring our donors who, similar to our founding gift, have lifetime giving of \$100,000 or more.

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Peter Whalen & Janna Ugone

Whalen Insurance Agency, Inc.

Barbara "Bobbin" Young
& Eric W. Weber

*deceased



The Road Ahead

Cooley Dickinson Hospital's Strategic Plan (2022 – 2027)

With Cooley Dickinson's five-year plan, we strive to improve lives in the communities we serve by enhancing the care we provide.

We are taking concrete action to positively transform local health care while preserving the attributes that make Cooley Dickinson uniquely special in Hampshire and Franklin counties.

Cooley Dickinson provides outstanding health care to our community, made possible because of our exceptional and dedicated teams, generous and inspiring community, state-of-the-art facilities, and access to world-class care as a member of Mass General Brigham. With that strong foundation, our strategic plan has three areas of focus:

Our Three Pillars

✓ Workforce

- ▶ Recruit, retain, and develop employees and providers
- ▶ Expand the pipeline for the clinical workforce

✓ Access

- ▶ Expand and renovate the Emergency Department
- ▶ Grow key programs, including oncology, cardiology, orthopedics, surgical services, and women's health
- ▶ Expand access and Cooley Dickinson's presence in our community
- ▶ Improve the patient experience

✓ Value

- ▶ Maintain and continuously improve excellence in quality and safety
- ▶ Deliver warm, caring, equitable, and personalized care to our patients and their families
- ▶ Create better access for patients through expanded primary and specialty care across the continuum of health care in our region

Cooley Dickinson Hospital

MISSION

To serve our **patients and communities** with exceptional, compassionate, and personalized care.

VALUES

Uphold quality
Demonstrate compassion
Foster collaboration
Show respect
Act with integrity

VISION

To be the health care provider of choice in western Massachusetts, offering **exceptional quality care**, elevating the patient experience, and attracting and retaining the best talent, by combining the highest quality community health care with the **world-class medical expertise** of Mass General Brigham.



COOLEY DICKINSON
HOSPITAL

MASSACHUSETTS GENERAL HOSPITAL AFFILIATE