

About Lowell General Hospital



Founded in 1891, Lowell General Hospital is a not-for-profit community hospital serving the Greater Lowell area and surrounding communities. With two primary campuses located in Lowell, Massachusetts, Lowell General Hospital offers the latest state-of-the-art technology and a full range of medical and surgical services for patients, from newborns to seniors.

Lowell General Physician Hospital Organization

The Lowell General Physician Hospital Organization (PHO) is a non-profit organization comprised of approximately 320 member physicians and its hospital partner, Lowell General Hospital. The PHO was established in 1995 with the goal of developing a local, integrated delivery system providing outstanding quality care to patients in the Greater Lowell area.

Accreditations

Lowell General Hospital programs are accredited by the Joint Commission on Accreditation of Healthcare Organizations, the Commonwealth of Massachusetts Department of Public Health, the American College of Radiology, the American College of Surgeons and the College of American Pathology.

Expansion through the Legacy Project

The Dahod building was completed in December 2012 as part of the Legacy Project, Lowell General's \$95 million expansion of our main campus. The Legacy Project provides patients with a new state-of-the-art Emergency Department and Level III Trauma Center with helipad, 72 new private inpatient rooms, a new outpatient service area, expanded imaging services with new MRI, three new Operating Rooms, a new Surgical Day Care Unit with 26 bays, and a new Labor and Delivery unit.

Circle Health

Circle Health, the integrated community healthcare delivery system composed of Circle Home, Lowell General Hospital, Lowell Community Health Center and the community of local physicians, is bringing together providers and organizations across the continuum of care

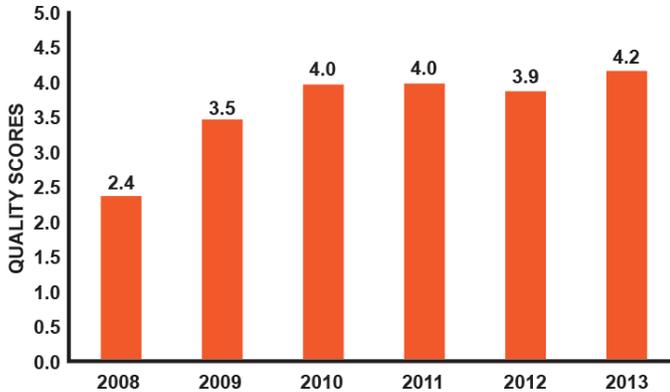
with a shared vision for providing convenient and affordable access to high-quality preventive, primary and specialty care in the community. Circle Health embodies the promise to deliver an experience of *Complete connected care*SM to ensure that no matter where an individual is in the continuum of health, he or she will realize the benefit that derives from a truly seamless, coordinated and personal experience.

Wellforce

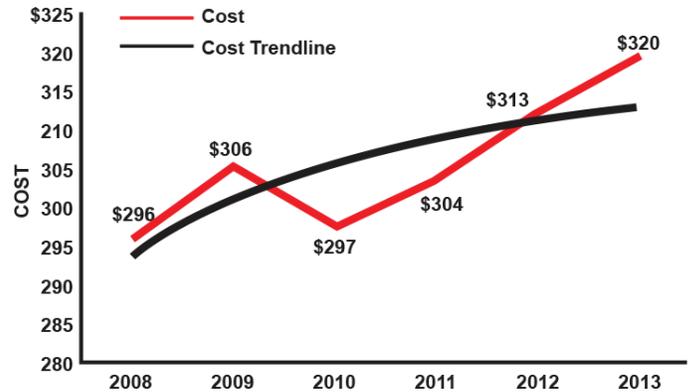
Tufts Medical Center and Lowell General Hospital joined forces in October 2014 to form a health system different than any other in Massachusetts. Approved by the Department of Public Health and reviewed by the Health Policy Commission, Wellforce represents a unique model that will improve coordination of care and enable clinicians to better serve the health needs of communities while enhancing the affordability of services. Tufts Medical Center, Lowell General Hospital and future members of Wellforce will continue to operate with a high degree of autonomy and be governed by separate boards of trustees and chief executive officers. Under the agreement, Tufts Medical Center and Lowell General Hospital formed a new parent organization. Wellforce brings together two hospitals which are already recognized as some of the most efficient, high-quality, lower-cost providers in the state. The organizations selected the name Wellforce because its unique structure allows all types of healthcare providers and organizations to join together and be a positive force for improving the healthcare system and promoting health and wellness in diverse communities.

Lowell General Hospital: A Demonstrated High Value Provider

Lowell General PHO: BCBS
AQC Quality (2008-2013)



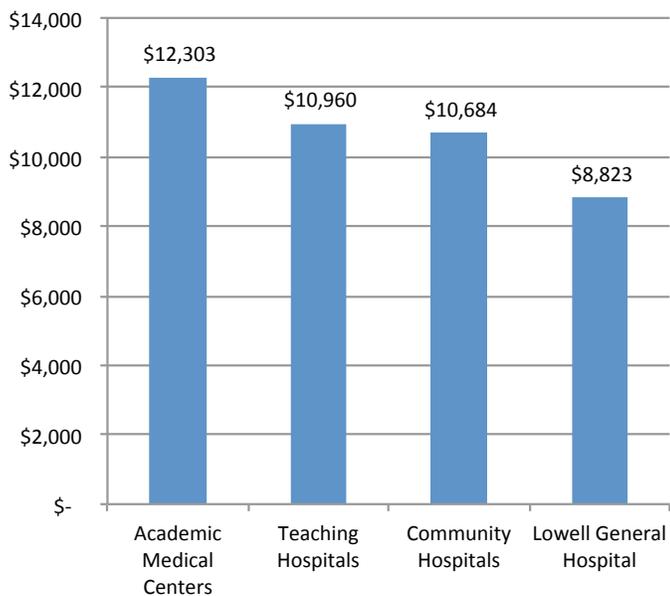
Lowell General PHO: BCBS
AQC Cost (2008-2013)



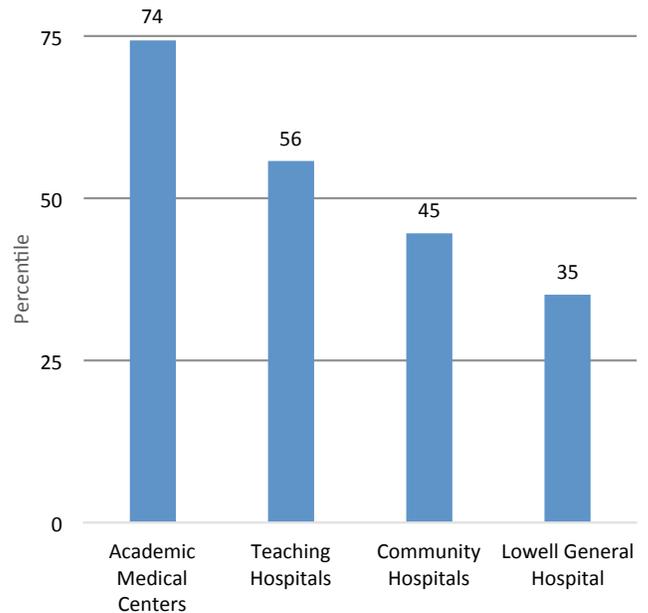
The Lowell General PHO kept cost trend to an average of 1.6% over the last 5 years in the Blue Cross Alternative Quality Contract, while improving quality scores by 75%. It is a top performer in Massachusetts.

Lowell General Hospital: A Demonstrated Low Cost Provider

FY14 Average Cost Per Discharge



CY14 Relative Price Percentile



Source: Center for Health Information and Analysis (CHIA) – Massachusetts Hospital Profiles (Nov 2015)

Lowell General Hospital's position as a low cost provider is demonstrated by its performance in cost efficiency (lowest quartile ranking of the MA Community Hospital Cohort for Adjusted Cost per Case – Mix Adjusted Discharge) as well as its 35th percentile ranking in the Commercial Composite Relative Price level for all Massachusetts hospitals.

Strong Commitment to Quality AND Value

Lowell General Hospital has a long-standing and proud history of providing high quality care at a lower cost compared to many other hospitals in Massachusetts. Lowell General has consistently been recognized both regionally and nationally for the quality of care we provide.

Magnet Designation

The American Nurses Credentialing Center (ANCC) Magnet Recognition Program® recognizes healthcare organizations for high-quality patient care, exemplary patient outcomes and satisfaction, nursing excellence and innovations in professional practice. Lowell General Hospital achieved Magnet recognition for excellence in patient care in October 2010 and again in 2015. Lowell General is one of nine Magnet-designated healthcare organizations in Massachusetts and one of only 4% of U.S. hospitals that have achieved Magnet recognition more than once.

Awards

Our hospital was named one of the Most Wired hospitals by Hospitals & Health Networks magazine since 2011. We were proud to be the only hospital in Massachusetts for the second year in a row to be named one of Modern Healthcare's Best Places to Work in Healthcare 2012. Lowell General Hospital was honored for the sixth year among large businesses included in the Boston Business Journal's Best Places to Work in 2015.

Lowell General Hospital has been consistently recognized as a Top 100 Community Value Provider for financial efficiency and quality by Cleverley + Associates. We are proud to be one of the highest value providers in the Commonwealth.

“...the culture and approach of Lowell General, more than the various payment models, is the reason for its high quality, low-cost position and success.”

Gov. Charlie Baker at the 2015 Massachusetts Cost Trend Hearings



Complete connected careSM

