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MEDIA STATEMENT - THE HERMITAGE HEALTHCARE

WORCESTER, MA, August 3, 2020 – For more than five months, The Hermitage Healthcare has been working tirelessly to create a safe, effective care environment for our residents amid the global COVID-19 pandemic. While we were saddened by the loss of twelve residents to COVID-19, we are proud that the facility’s care helped most of the COVID-19 positive residents successfully recover. Unfortunately, most long-term care facilities in Massachusetts have lost residents to this dreadful scourge, and over 200 Massachusetts facilities experienced more COVID-19 fatalities than The Hermitage.

The Massachusetts Department of Public Health (DPH) conducted four infection control surveys at The Hermitage and it was found to be “in adherence” with infection control standards except on the date of one of these surveys. The facility’s average score for the four surveys was 27 out of a possible 28 (96%) and its final two surveys were “perfect 28’s”. We believe The Hermitage’s survey performance compares favorably with other Massachusetts skilled nursing facilities. The facility has also complied fully with all required COVID-19 testing of staff and residents and the reporting of test results.

We were therefore surprised and disappointed to learn from DPH that they had begun the process to revoke our participation in the MassHealth program. We plan to appeal this decision.

The Hermitage has taken steps to assure full compliance with all infection control protocols mandated by the state. We are confident that we have adequate staff, Personal Protective Equipment (PPE), and appropriate signage and staff training and other resources necessary to assure a safe environment for our residents.

The Hermitage Healthcare will work closely with the Department of Public Health to better understand and address their concerns and fully explain the successful results achieved by the facility.

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Additional media inquiries can be made to info@nextstephc.com.