



About Us

Steward Health Care System is a community-based accountable care organization and community hospital network. Headquartered in Boston, Steward has more than 17,000 employees serving more than one million patients annually in more than 150 communities. Hospitals in the system include Carney Hospital in Dorchester, Good Samaritan Medical Center in Brockton, Holy Family Hospital in Methuen, Merrimack Valley Hospital in Haverhill, Morton Hospital in Taunton, Nashoba Valley Medical Center in Ayer, New England Sinai Hospital in Stoughton, Norwood Hospital, Quincy Medical Center, Saint Anne's Hospital in Fall River and St. Elizabeth's Medical Center in Brighton. Other Steward Health Care entities include Steward Physician Network, Steward Home Care and Hospice, Labouré College, and Por Cristo.

The Management Team

- Ralph de la Torre, MD, Chairman and Chief Executive Officer
- Mark Rich, President - Steward Health Care Ventures
- Brian Carty, Chief Marketing Officer
- Joseph Maher, General Counsel
- Michael G. Callum, MD, President - Steward Medical Group
- Mark Girard, MD, President - Steward Health Care Network
- Justine Carr, MD, Chief Medical Officer
- Stephen Farber, Chief Financial Officer
- Sister Marie Puleo, MFIC, Senior Vice President for Mission
- Drexel DeFord, Chief Information Officer
- Stuart Grief, Chief Administrative Officer
- Karen Murray, Chief Compliance Officer
- Joshua Putter, President - Steward Hospitals

Contact Us

Steward Health Care System
500 Boylston St.
Boston, MA 02116
617-419-4700

For issues related to this and other Steward websites, please contact our webmaster:

CCR.Webmaster@steward.org

For all other inquiries related to patient care, billing or employment, please visit our hospital websites for contact information.



World class health care where you live.

Steward Health Care System is a community-based accountable care organization and community hospital network with more than 17,000 employees serving more than one million patients annually in more than 150 communities.

Each hospital and facility within the Steward family, while part of an extensive network of health care providers, has its own rich history of providing outstanding, compassionate care right in the communities where patients need it most.

Hospitals in the system include Carney Hospital in Dorchester, Good Samaritan Medical Center in Brockton, Holy Family Hospital in Methuen, Merrimack Valley Hospital in Haverhill, Morton Hospital in Taunton, Nashoba Valley Medical Center in Ayer, New England Sinai Hospital in Stoughton, Norwood Hospital, Quincy Medical Center, Saint Anne's Hospital in Fall River and St. Elizabeth's Medical Center in Brighton.

Other Steward Health Care entities include Steward Medical Group, Steward Health Care Network, Steward Home Care, Labouré College, and Por Cristo.

Providing world class health care, close to home, where you need it most.

- Employees: 17,000
- Hospitals: 11
- Hospital Beds: 2,096
- More than 150 communities served

News

Stephen Farber named Chief Financial Officer of Steward Health Care

Steward Health Care System LLC (Steward) announced that Stephen Farber has been named Chief Financial Officer for the system.

Dr. Joseph Carrozza to lead Robotic-Assisted PCI – A New Approach to the Transcatheter Treatment of Coronary Artery Disease

In July 2012, the FDA cleared the first robotic-assisted system for PCI, the CorPath® 200 System (Corindus Vascular Robotics).

Steward Health Care's Olympics Ads to Feature Employees

Steward Health Care System LLC (Steward) today announced it is launching a new ad campaign featuring its employees that will run throughout the 2012 Summer Olympic Games broadcast on Boston's NBC affiliate WHDH-TV.

For more hospital news, [visit our newsroom.](#)



Olympics Ads Feature Employees

These new ads are the opening salvo in a new "I am a Steward of the New Health Care" campaign that features employees from all avenues of patient care.

Watch our Ads



Steward Physician Referral Resource

Physicians and staff, please use this tool to locate a specialist or to refer a patient to another physician.



Health Insurance Products

Steward Community Health plan is a limited network plan providing benefits primarily through the Steward Health Care Network.



Steward Stories

Mary Richardson highlights the services and award-winning care offered by each of the Steward hospitals.



Our Hospitals

Carney Hospital

Carney Hospital is a 159-bed community teaching hospital affiliated with Tufts University School of Medicine, and a member of Steward Health Care System, the second largest health care system in New England. Carney Hospital provides a wide range of services, including primary care medicine, a wide range of surgical specialties and subspecialties, inpatient and outpatient psychiatry, emergency medicine, critical care, pediatrics, cardiology, neurology and ambulatory services.

617-296-4000
2100 Dorchester Ave.
Dorchester, MA 02124
www.carneyhospital.org

Good Samaritan Medical Center

Good Samaritan Medical Center is a 231-bed acute-care hospital providing comprehensive inpatient, outpatient and emergency services to Brockton and 22 neighboring communities. The hospital offers Centers of Distinction care in oncology and cardiology, specialized care in surgery, family-centered obstetrics with level-two nursery, occupational health, pain management, substance abuse and diabetes care and advanced diagnostic imaging. The medical center is a member of Steward Health Care System, the second largest health care system in New England.

508-427-3000
235 North Pearl St.
Brockton, MA 02301
www.stewardgoodsamaritan.org

Holy Family Hospital

Holy Family Hospital is a 261-bed Catholic hospital serving some 450,000 people in 20 communities throughout the Merrimack Valley and southern New Hampshire, including Methuen, Lawrence, Andover, North Andover, and Salem, NH. Holy Family is fully accredited and has proudly received the Gold Seal of Approval from The Joint Commission, the world leader in evaluating the quality and safety of patient care.

978-687-0151
70 East St.
Methuen, MA 01844
www.stewardhollyfamily.org

Merrimack Valley Hospital

Merrimack Valley Hospital maintains 107 acute care beds and 17 adult behavioral medicine beds; all are private rooms. The hospital's clinical strengths include a 24-hour emergency department; orthopedic, endoscopic, general, vascular, urologic, GYN, plastic and reconstructive, podiatric, thoracic, ENT and outpatient pediatric surgery; gastroenterology; otolaryngology; hospitalist services; and adult behavioral medicine care with a focus on geriatric issues.

978-374-2000
140 Lincoln Ave.
Haverhill, MA 01830
www.merrimackvalley-hospital.org

Morton Hospital

Morton Hospital is a 154-bed acute-care hospital providing comprehensive inpatient, outpatient and 24/7 emergency services to Taunton and the communities of southeastern Massachusetts. The hospital's strengths include cancer care, pediatrics, physical therapy, radiology, respiratory care, rehabilitation services and wound healing. The centers include Day Surgery, Maternity, Sleep Disorders, Women's Imaging, and Speech, Hearing and Language. Our services range from lactation, cardiac diagnostics, diabetes, endoscopy, HIV, hyperbaric oxygen therapy, mental health, pain management, nursing education, nutrition, sports medicine, and our 24/7 Hospitalist Program. Morton Hospital is routinely recognized for medical excellence and was recently named one of *U.S. News & World Report's* 2011–2012 Best Hospitals.

508-828-7000
88 Washington St.
Taunton MA 02780
www.mortonhospital.org

Nashoba Valley Medical Center

Nashoba Valley Medical Center is a community hospital serving 11 communities in North Central Massachusetts. Located in Ayer, the hospital boasts a highly qualified medical staff with 115 active and associate member physicians offering community-based primary care and a wide range of specialty services. The hospital's clinical strengths include emergency medicine; fully digital, state-of-the-art diagnostic imaging; cardiology; gastroenterology; oncology; orthopedics; and general surgery. The hospital also offers a diverse array of outpatient services in its Ambulatory Care Center, and a broad spectrum of services in an onsite Occupational Health Center focused on prevention of work-related injuries and illnesses, rehabilitation, and management of return-to-work issues.

978-784-9000
200 Groton Road
Ayer, MA 01432
www.nashobamed.org

New England Sinai Hospital

New England Sinai Hospital is a 212-bed, long-term acute care hospital offering state-of-the-art medical technology and a highly skilled staff. New England Sinai Hospital is recognized as a premiere regional specialty hospital, delivering quality pulmonary and complex medical care as well as ambulatory services and outpatient rehabilitation services to residents of southeastern Massachusetts. In addition to the main Stoughton, Mass., location, New England Sinai Hospital has two inpatient satellite locations at Tufts Medical Center in Boston and at Carney Hospital in Dorchester, Mass.

781-344-0600
150 York Street
Stoughton, MA 02072
www.newenglandsinai.org

Norwood Hospital

Norwood Hospital is a 264-bed acute care facility, conveniently located just outside of Boston. For more than 90 years, Norwood Hospital has been privileged to provide full-service, quality health care to the residents of the surrounding communities it serves. Major clinical services include advanced surgical services, obstetrics, cardiology, neurology, orthopedics, gastroenterology, psychiatry, cancer care and pediatrics. The hospital is a member of Steward Health Care System, which is the second largest health care system in New England.

781-769-4000
800 Washington St.
Norwood, MA 02062
www.norwood-hospital.org

Quincy Medical Center

Quincy Medical Center is a 196-bed acute-care hospital providing state-of-the-art medicine and compassionate, personalized care to the people of Quincy and neighboring South Shore communities. Areas of medical excellence include primary care, geriatric and women's health, surgical care, cancer care, emergency medicine, diagnostic imaging, critical care, neurology and geriatric psychiatry. Quincy offers a Cardiovascular Center, intensive care unit and rehabilitation services. Programs include Hospitalist Program, Occupational Health, Sleep Disorders, Pain Management, Pulmonary Care, Spine Care, Wound Care, and Surgical Specialty Clinics. In addition, the hospital's Center for Healthy Aging offers an Alzheimer's Disease Center and Cognitive Disorders Clinic. Quincy Medical Center also offers a host of outpatient services, including laboratory services and outreach, outpatient rehabilitation, cardiac rehabilitation, radiology services and a partial hospitalization program for seniors.

617-773-6100
114 Whitwell St. Quincy, MA
02169
www.quincymc.org

Saint Anne's Hospital

Saint Anne's Hospital is a community hospital with comprehensive inpatient, outpatient and emergency care services, serving adults and children in southeastern Massachusetts and nearby Rhode Island. Founded in 1906 by the Dominican Sisters of the Presentation, Saint Anne's Hospital is a member of Steward Health Care System, the second largest health care system in New England. Saint Anne's specialized centers and services include Saint Anne's Hospital Regional Cancer Care; the Robert F. Stoico/FIRSTFED Center for Breast Care; Diabetes Care Program; the Center for Pain Management; geriatric psychiatry; pediatrics (including inpatient care and specialty outpatient medical, behavioral and developmental care through the Fernandes Center for Children & Families); adult and pediatric rehabilitation; cardiovascular care; and primary care.

508-674-5600
795 Middle St.
Fall River, MA 02721
www.saintanneshospital.org

St. Elizabeth's Medical Center

St. Elizabeth's Medical Center is a major academic medical center affiliated with Tufts University School of Medicine. Areas of medical excellence include cardiology, neurosciences, bariatric surgery, women's health, high-risk obstetrics, bone and joint health, hematology/oncology, pulmonary medicine and emergency medicine. St. Elizabeth's is a member of Steward Health Care System, which is the second largest health care system in New England.

617-789-3000
736 Cambridge St Brighton, MA
02135
www.stewardstelizabeths.org



System Services

At Steward Health Care, we define ourselves by our compassionate staff and physicians delivering high quality care to our community. We pride ourselves on our clinical excellence which includes offering some of the most advanced care and treatment. Learn more about our clinical services across the Steward network that provide access to exceptional health care.

[Centers for Cancer Care](#)

[Centers for Cardiac and Vascular Care](#)

[Centers for Pain Management](#)

[Centers for Sleep Medicine](#)

[Centers for Weight Control](#)

[MAKOplasty® Services](#)

[Maternity Services](#)

[Multiple Sclerosis Institute](#)

[NORCAP Lodge](#)

[Steward Home Care](#)





Frequently Asked Questions

What does Steward look for in hospital acquisition?

Steward is working to create networks of hospitals that are concentrated in a geographic region. This concentration allows the hospitals to generate operational synergies and share resources to enhance financial stability and provide a wider range of services to patients.

What benefits does Steward offer to hospitals that join their network?

Steward is committed to implementing health care IT initiatives at all of the hospitals in the system. These initiatives provide electronic health record and computerized physician order entry systems to hospitals and physicians. These systems have been proven to increase efficiency, improve quality and reduce potentially harmful medical errors. In addition, Steward's leadership team provides extensive experience in financial turnarounds and successful hospital operations and can provide capital for facility upgrades and infrastructure improvements.

Does Steward only run Catholic hospitals?

No. Steward Health Care System's philosophy applies to both religious and non-religious hospitals. We believe the religious identity of a hospital should be determined by the will of the community, and both religious and non-religious hospitals can benefit from joining the Steward system.

What is Steward's vision for its hospitals?

Steward believes in bringing modern facilities, world class doctors and state-of-the-art technology into the communities where people live. We believe that community hospitals are an integral part of the community fabric and they need to be funded, staffed and equipped to meet the needs of the people they serve.



Community Health

At Steward Health Care System, our commitment to helping our communities stay healthy and safe goes far beyond our walls. Improving the overall health of the individuals who live in our communities is a top priority, but a healthy community is more than just the absence of illness. Through our community health programs, we seek to respond to major health needs, promote healthy eating and active living, support safer neighborhoods, and improve overall wellness.

Achieving healthy communities requires a collaborative approach. Each of our community hospitals plays a vital role in upholding our commitment to delivering affordable health care to our communities by building relationships and working with community partners to make measurable, sustainable improvements on important health problems.

Through a system-wide approach, we partner to improve the health of our communities and focus on three areas:

- Prevention and health promotion
- Commitment to the underserved and promoting health equality
- Addressing the social determinants of health

Learn more about how we are impacting the community at the Steward Hospital nearest you:

[Carney Hospital, Dorchester](#)

[Nashoba Valley Medical Center, Ayer](#)

[Good Samaritan Medical Center, Brockton](#)

[Norwood Hospital, Norwood](#)

[Holy Family Hospital, Methuen](#)

[Quincy Medical Center, Quincy](#)

[Merrimack Valley Hospital, Haverhill](#)

[Saint Anne's Hospital, Fall River](#)

[Morton Hospital, Taunton](#)

[St. Elizabeth's Medical Center, Brighton](#)



About Us - Management Team

Steward Health Care System Senior Leadership Team

Ralph de la Torre, MD **Chairman and Chief Executive Officer**

Dr. Ralph de la Torre is the Chairman and Chief Executive Officer of Steward Health Care System LLC, New England's largest fully integrated community care organization with eleven hospitals, 17,000 employees and other affiliates, including a home health care company, a nursing college and an imaging company. Within two years of becoming CEO of Caritas Christi, Dr. de la Torre dramatically improved the system. During this time, Dr. de la Torre implemented changes in governance, operational structure and strategy, leading to the creation of a fully integrated community care organization with significant participation in risk contracting. Before joining Caritas, Dr. de la Torre was the founder and CEO of the Cardiovascular Institute at Beth Israel Deaconess Medical Center (BIDMC) and of Cardiovascular Management Associates, one of the nation's first totally integrated systems for treating cardiac patients. At the same time Dr. de la Torre was Chief of Cardiac Surgery at BIDMC and a Harvard Medical Faculty Physician at BIDMC. He has founded several health care-related businesses and has numerous issued or pending patents. A frequent commentator on national health care policy issues, Dr. de la Torre has bylined and/or been featured in *BusinessWeek*, *Fortune* and CNBC, among others. He was recently voted one of the 25 most powerful physician executives in the United States by *Modern Healthcare* magazine. Dr. de la Torre graduated from Duke University in 1988 (B.S.E.), where he was a member of Phi Beta Kappa and Tau Beta Pi, and from a joint program between Harvard Medical School (M.D.) and the Massachusetts Institute of Technology (M.S.) in 1992.

Justine Carr, MD **Chief Medical Officer**

Dr. Carr is Chief Medical Officer of Steward Health Care System. Prior to that, she was the Chief Medical Officer of Caritas Christi Health Care. She is a hematologist and formerly held assistant professor positions in Medicine, Surgery and Pathology at Harvard Medical School. Dr. Carr received her medical degree at Columbia College of Physicians and Surgeons and trained at New York Presbyterian Hospital, Massachusetts General Hospital and Beth Israel Deaconess Medical Center. Dr. Carr has broad experience in organizational aspects of health care delivery, including quality and safety, clinical resource management, work flow redesign and health information technology in service of care delivery. Dr. Carr chairs the National Committee on Vital and Health Statistics, an 18-member public advisory board to the Secretary of Health and Human Services on health data strategy and implementation of HIPAA privacy and administrative simplification.

Brian Carty **Chief Marketing Officer**

Brian Carty is Chief Marketing Officer of Steward Health Care System. Mr. Carty is nationally recognized as a preeminent authority on marketing in service companies. He has served as president of three advertising agencies, including Hill Holliday in Boston. There he and his team doubled the size of the company in 18 months and acquired new clients, including Verizon Wireless, Fidelity Investments, Dunkin' Donuts and Harvard Pilgrim Health Care. After leaving Hill Holliday, Mr. Carty became the CEO of one of the hottest marketing service companies in the Internet boom, Wheelhouse Corporation. He also spent time in the health care industry. Under Governor Michael Dukakis, Mr. Carty was the CEO of MIFA, the state's investment bank, where, among other things, he issued more than \$1 billion in health care bonds for Massachusetts hospitals. Additionally, Mr. Carty, an honors graduate of Harvard College, was the global-partner-in-charge of marketing at Coopers & Lybrand, one of the world's largest private companies.

Michael G. Callum, M.D. **President - Steward Medical Group**

Dr. Michael G. Callum is President of Steward Medical Group, an extensive network of Steward physicians, including specialists and primary care physicians. Dr. Callum is the former President of Urology Consultants of the North Shore, and was Associate Chief of Urology at North Shore Medical Center. Dr. Callum is a graduate of the Boston University School of Medicine, where he received his M.A. in medical science and his M.D. He also holds an M.S. in public health from the University of Rochester School of Medicine and Dentistry. He is a Fellow of the American College of Surgeons (FACS), and a Diplomat of the American Board of Urology. Dr. Callum remains an active member of Steward's Urology Specialty practice, and has authored several studies focused primarily on urologic health and screening. He also has received numerous awards and recognition, including the Lahey Clinic Alumni Association Award for Outstanding Achievement in the Field of Urology.

Mark Girard, M.D., M.B.A. **President - Steward Health Care Network**

Dr. Mark Girard is President of Steward Health Care Network, a managed-care system comprised of member physicians from affiliated Independent Practice Associations. Prior to being named President of Steward Health Care Network, Dr. Girard served as Vice President of Specialty Care and Vice President of Network Imaging Services for Caritas Christi Health Care Network. He is a practicing interventional radiologist and was formerly President and CEO of Commonwealth Radiology Associates, and the Medical-Staff President at North Shore Medical Center. Dr. Girard is a graduate of Harvard Medical School, and Bowdoin College with a B.A. in physical chemistry. He also holds an M.B.A. from Salem State College.

Graduate School of Business. Dr. Girard is an active member of the American College of Health Care Executives and the American College of Physician Executives. He frequently lectures on the business of medicine and quality management in health care.

Stuart Grief **Chief Administrative Officer**

Stuart Grief is Chief Administrative Officer for Steward Health Care System. Mr. Grief has broad business experience in corporate development, operations, and business and market strategy in addition to his expertise in human resources. Mr. Grief was the Chief Human Resources Officer for Fidelity Investments, a \$12 billion global financial services company with over 40,000 employees, where he was a corporate officer and member of the 10-person Executive Committee. Prior to joining Fidelity Investments, Mr. Grief was Vice President for Strategy and Business Development for Textron, Inc. a prominent aircraft, defense and industrial business, where he was responsible for the development and execution of the portfolio strategy for the business. Mr. Grief was Partner and Managing Director of The Boston Consulting Group for 14 years, leading client relationships and working closely with senior executives in industrial goods, technology and financial services companies ranging from under \$500 million to Fortune Top 10 organizations. Mr. Grief earned his B.A. degree (magna cum laude) in economics and computer science from Brandeis University, and his M.S. from the MIT Sloan School of Management.

Robert Guyon **Executive Vice President**

Robert Guyon is Executive Vice President for Steward Health Care System. Mr. Guyon was formerly the Chief Operating Officer of Steward Health Care System, and was COO of Caritas Christi Health Care prior to Steward. Previously, he served as the President of Saint Anne's Hospital in Fall River, Massachusetts, and Chief Financial Officer of Caritas Christi Health Care. Before becoming a hospital administrator, Mr. Guyon served as a senior manager of Deloitte & Touche in Boston. A graduate of the University of Rhode Island, Mr. Guyon is also a retired lieutenant colonel in the United States Army Reserve.

Joseph Maher, Jr., Esq. **General Counsel**

Joseph Maher Jr., Esq. is General Counsel of Steward Health Care System. Attorney Maher is one of the top health care lawyers in New England and has vast experience in governmental affairs. As a partner at Edwards Angell Palmer & Dodge, he served as the partner-in-charge of the firm's Boston office and chaired the firm's health care practice. In addition, Attorney Maher chaired the governmental affairs practice at both Foley, Hoag and EAPD, respectively. He has also served as an executive vice president and chief legal officer of a major regional health care group-purchasing company doing business in New England and the Middle East. Attorney Maher has been involved in many of the region's largest hospital merger transactions and has been active in the creation of many hospital-physician ventures. As vice-chairman of the University Hospital board of trustees, Attorney Maher was instrumental in creating Boston Medical Center. He also was instrumental, as a board member, in merging Brigham and Women's Hospital and Faulkner Hospital. Attorney Maher is an honors graduate from Boston College and received his law degree from Boston College Law School.

Karen Murray, MBA, FACHE, CHC, CHRC **Chief Compliance Officer**

Karen Murray is the Chief Compliance Officer of Steward Health Care System. Previously, she served as the Chief Compliance Officer for the Yale New Haven Health System. Ms. Murray has over 12 years of experience implementing and managing effective compliance and privacy programs. She obtained her MBA with a graduate certificate in finance from Southern New Hampshire University and is certified in both health care compliance and research compliance. Ms. Murray is also a Fellow of the American College of Healthcare Executives.

Sr. Marie Puleo **Senior Vice President for Mission**

Sr. Marie Puleo, MFIC, serves as a Senior Vice President at Steward Health Care System. Sr. Marie recently acted as interim President of Carney Hospital, one of the hospitals in the Steward system. Previously she served as the Senior Vice President for Mission at Caritas Christi Health Care. Prior to joining Caritas Christi, Sr. Marie was the Director of the Franciscan Adult School at St. Anthony Shrine in Boston. She is the co-founder of the National Catholic AIDS Network and served as the Director of Seton Manor, a residential facility for people living with HIV. Sr. Marie received her B.A. from Boston State College and a master's degree in Franciscan studies from St. Bonaventure University. She also holds a master's degree in pastoral ministry from Boston College and a post-master's degree in the practice of spirituality from Boston College. Sr. Marie has been a member of the Missionary Franciscan Sisters of the Immaculate Conception since 1972. The role of Senior Vice President for Mission encompasses the areas of mission, culture, spiritual care and service excellence.

Joshua Putter **President - Steward Hospitals**

Joshua Putter is the President of Steward Hospitals. He is responsible for overseeing all hospital operations. Mr. Putter brings over 22 years of hospital management experience, including oversight of a 13-hospital system in Florida as a Division President of Health Management Associates, as well as serving as CEO, Chief Operating Officer and Executive Director for hospitals in Florida, Oklahoma and Texas. Mr. Putter received his B.S. from Texas A&M, and his MBA/MHA from the University of Houston.

Stephen Farber **Chief Financial Officer**

Stephen Farber is Chief Financial Officer of Steward Health Care System. Mr. Farber has two decades of experience working in the health care industry, including Chief Financial Officer of Tenet Healthcare Corporation, which at the time was a \$15 billion, publicly-traded national hospital company with 120,000 employees. He was the founder, Chairman and CEO of Connance, a health care financial technology firm, and was recently an Executive-in-Residence in health care with Warburg Pincus LLC. Mr. Farber began his career as an investment banker with Donaldson, Lufkin &

Jenrette and JP Morgan where he focused on health care mergers and acquisitions and leveraged finance. He earned his B.S. in economics from the University of Pennsylvania's Wharton School of Business and completed the Advanced Management Program at the Harvard Business School.

Mark Rich **President - Steward Health Care Ventures**

Mark Rich serves as the President of Steward Health Care Ventures. Previously, he was the Chief Financial Officer of Caritas Christi Health Care. During his tenure as CFO, Caritas Christi saw a \$50 million turnaround in earnings, a significant improvement in cash flow, an increase in working capital and substantial increases in managed care rates. Mr. Rich has 21 years of financial management experience and has previously served as partner and director in the Health Care Consulting Division at Feeley & Driscoll, P.C. Mr. Rich graduated from the State University of New York, Binghamton.

Drexel DeFord **Chief Information Officer**

Drexel DeFord is Chief Information Officer (CIO) for Steward Health Care System. He has extensive healthcare information services experience, most recently as Senior Vice President/CIO at Seattle Children's Health System and Research Institute; and prior to that as Corporate VP/CIO at Scripps Health in San Diego, CA. Drex also served in various CIO senior leadership roles with the United States Air Force, retiring as a Lieutenant Colonel. He is a Fellow in the American College of Healthcare Executives (ACHE), and a Fellow (and currently Board of Trustees Chair) with the College of Healthcare Information Management Executives (CHIME). He has a Bachelor's in Business from the University of Maryland, a Masters in Public Administration from the University of Oklahoma, and Master of Science degree in Health Informatics from the University of Alabama-Birmingham.

Steward Health Care System Board of Directors

Ralph de la Torre, M.D.

Dr. Ralph de la Torre is the Chairman and Chief Executive Officer of Steward Health Care System LLC, New England's largest fully integrated community care organization with eleven hospitals, 17,000 employees and other affiliates, including a home health care company, a nursing college and an imaging company. Within two years of becoming CEO of Caritas Christi, Dr. de la Torre dramatically improved the system. During this time, Dr. de la Torre implemented changes in governance, operational structure and strategy, leading to the creation of a fully integrated community care organization with significant participation in risk contracting. Before joining Caritas, Dr. de la Torre was the founder and CEO of the Cardiovascular Institute at Beth Israel Deaconess Medical Center (BIDMC) and of Cardiovascular Management Associates, one of the nation's first totally integrated systems for treating cardiac patients. At the same time Dr. de la Torre was Chief of Cardiac Surgery at BIDMC and a Harvard Medical Faculty Physician at BIDMC. He has founded several health care-related businesses and has numerous issued or pending patents. A frequent commentator on national health care policy issues, Dr. de la Torre has bylined and/or been featured in *BusinessWeek*, *Fortune* and CNBC, among others. He was recently voted one of the 25 most powerful physician executives in the United States by *Modern Healthcare* magazine. Dr. de la Torre graduated from Duke University in 1988 (B.S.E.), where he was a member of Phi Beta Kappa and Tau Beta Pi, and from a joint program between Harvard Medical School (M.D.) and the Massachusetts Institute of Technology (M.S.) in 1992.

W. Brett Ingersoll

W. Brett Ingersoll serves as a Co-Head of Private Equity and is a member of the Investment Committee at Cerberus Capital Management, L.P., a private investment firm with over \$24 billion in capital under management. He currently serves as a director of ACE Aviation Holdings, AerCap Holdings NV, IAP Worldwide Services, Talecris Biotherapeutics, EnduraCare Therapy Management, Inc. and EntreCap Financial, LLC. Over the course of his investment career, Mr. Ingersoll has served on the boards of over 25 public and private companies in which he has sponsored investments primarily in North America and Europe. Approximately 10 of those companies have been U.S.-based health care services or product companies, while the remainder have focused their business activities on the transportation, aerospace, specialty finance, consumer products, defense/government services and general industrial sectors. Prior to joining Cerberus in 2002, Mr. Ingersoll was a General Partner at JPMorgan Partners, where he headed the investment firm's Healthcare Services investment practice and served as a member of its Investment Committee. Mr. Ingersoll received his M.B.A. from Harvard Business School and received his B.A. from Brigham Young University.

Lisa Ann Gray, Esq.

Lisa Ann Gray, Esq. is the General Counsel of Cerberus Operations Advisory Company, LLC and a member of its executive team. In this capacity, Attorney Gray is responsible for matters involving the oversight of companies in the private equity portfolio of Cerberus Capital Management, L.P., a leading global investment firm. With special expertise in legal resource management and business strategy, Attorney Gray helps transform underperforming companies into financially and operationally sound organizations. Attorney Gray has served on numerous non-profit and corporate boards and has particular interest and expertise in the field of health care. Attorney Gray was previously a member of the Ethics Committee of United Hospital (now part of Allina Medical Systems). She also served as Vice Chair of the Amherst H. Wilder Foundation Home Care Advisory Board, a private, non-profit health and human services organization dedicated to promoting the social welfare of the most vulnerable residents in the greater St. Paul area. She holds a B.A. in sociology and education from Hamline University and graduated with honors from William Mitchell College of Law. She has also completed graduate coursework in special education at St. Thomas University.

Arthur H. Halper

Arthur H. Halper is a Senior Operations Executive at Cerberus Operations and Advisory Company, LLC, a subsidiary of Cerberus Capital Management, L.P. In this capacity, he is responsible for a range of activities relating to the review, acquisition and board oversight of companies in the Cerberus investment portfolio. Prior to joining Cerberus in 2006, Mr. Halper served as President and Chief Operating Officer and a Director of Active Health Management, Inc., an information-driven health care services company. Previously, Mr. Halper served as President and Chief Executive Officer of Tricordia Health, LLC, a health care services industry venture capital firm. Prior to that, Mr. Halper held a variety of financial and executive management positions, including President, Chief Operating Officer, and Director of Merit Behavioral Care Corporation, an \$800 million behavioral health care company. Mr. Halper is a Certified Public Accountant and holds a B.A. in business administration from Rutgers University.

James J. Karam

James J. Karam is President and founder of First Bristol Corporation, a developer of retail shopping centers, office buildings and hotels throughout southern New England. As a general partner and co-developer of several major award winning residential developments, he has been recognized for his contribution to three Massachusetts award-winning historic rehabilitation projects, and in 2007 one of his hotel developments was selected as the "Outstanding Hotel Conversion" in the United States by Hilton Hotels. Mr. Karam is also the co-owner of WSAR and WHTB, radio stations serving the South Coast region of Massachusetts. He has devoted significant time to civic and charitable organizations by acting as the Chairman of the Board of Governors of Caritas Christi until its sale, and is the Chairman of the Board of Trustees for the University of Massachusetts. Co-Chairman of the Southcoast CEO Group, and Southcoast Economic Development partnership. Mr. Karam is an alumnus of the University of Massachusetts at Dartmouth.

Ruben King-Shaw, Jr.

Ruben King-Shaw, Jr. is Chairman and Chief Executive Officer of Mansa Equity Partners, Inc. The firm specializes in growth companies in the health care services and health care technology sectors as they prepare for expansion, acquisition, privatization or IPO. Mr. King-Shaw served as Deputy Administrator and Chief Operating Officer of the Centers for Medicare and Medicaid Services from 2001 to 2003. He was also Senior Advisor to the Secretary of the Treasury, where he led the Administration's Health Coverage Tax Credit policies to finance coverage for the uninsured. Prior to joining the George W. Bush Administration, Mr. King-Shaw was the Secretary for the Florida Agency for Health Care Administration. Mr. King-Shaw has served on the University of Massachusetts Board of Trustees since September 2005 and currently serves as Vice Chairman of the Board. In addition, Mr. King-Shaw is a member of the Cornell University Council and Cornell's School of Industrial and Labor Relations Advisory Council. Mr. King-Shaw was awarded his B.S. from Cornell University's School of Industrial and Labor Relations. He earned his Master of International Business at the Center for International Studies in Madrid, Spain, and the Chapman Graduate School of Business in Miami, Florida.

James T. Lenehan

James T. Lenehan is a Senior Operations advisor to Cerberus Capital Management, L.P. Prior to Cerberus, he was Vice Chairman and President of Johnson & Johnson. Mr. Lenehan held various executive positions at Johnson & Johnson during his 28-year tenure, including President of McNeil Consumer Products Company and Worldwide Chairman, Consumer Pharmaceuticals & Professional Group. Mr. Lenehan served on the Foundation Board of Abington Hospital in Abington, Pennsylvania. He also was a member of the Quality and Safety Committee of the hospital from 2004 to 2008. Mr. Lenehan earned his B.A. in economics from the University of Akron and his M.B.A. from Northwestern University.

Steward

Mission & Values



Mission Statement

Steward Health Care is committed to providing the highest quality care with compassion and respect.

We dedicate ourselves to:

- *Delivering affordable health care to all in the communities we serve*
- *Being responsible partners in the communities we serve*
- *Serving as advocates for the poor and underserved in the communities we serve*

Values

Compassion:

Providing care with empathy in such a way that the person experiences acceptance, concern, hopefulness and sensitivity

Accountability:

Accepting responsibility for continuous performance improvement, embracing change and seeking new opportunities to serve

Respect:

Honoring the dignity of each person

Excellence:

Exceeding expectations through teamwork and innovation

Stewardship:

Managing our financial and human resources responsibly in caring for those entrusted to us.



Por Cristo

Steward Health Care System



Learn about the work of Por Cristo



Pioneer ACO

Information for Medicare patients about your doctor's participation in the Pioneer ACO

Pioneer ACO Overview

Steward Health Care is one of 32 organizations in the country participating in the Medicare Pioneer Accountable Care Organization (ACO). If your physician is participating, you will have received a letter welcoming you to the program. As Pioneer ACO participants your primary care physician and specialists will work together to develop a treatment plan specific to your health care needs. By working closely together to coordinate the care you receive, the physicians that care for you can more effectively keep you well and improve your overall health and quality of life.

Your doctor's participation in this program does not change anything about your Medicare benefits and it does not limit the doctors you can choose to see. **Every benefit you currently have under Medicare remains the same.** But it does do one very important thing, it gives your doctors the tools and resources that they need to take better care of you.

How does it work?

Under the program, Medicare will give your medical team the information they need to create a wellness program specifically for you. Your health care providers will work closely with you to create treatment plans to manage your overall health. They will always care for you when you are sick. But, instead of treating you primarily when you are sick, your medical team will work closely together to keep you well.

What will be different for you?

In order to keep you well, your health care providers need to get in touch with you more often. This means that you will likely have more appointments with them and more conversations by phone and email to see how you are doing. You may also be contacted regularly to discuss important tests, appointments, screenings and other things that you may need.

Our Goal

Steward joined the Pioneer ACO program because of a belief that there is a better way to provide care. Our community hospitals and physicians believe that providing world class health care, in the communities where you live and work, is the solution to the health care cost issue. By working together to provide care that meets your specific needs, our physicians believe they can improve your quality of life and make a difference in your overall health. As we implement this program, please let us know your thoughts and experiences.

Frequently Asked Questions

In an effort to help you better understand your doctor's role as part of an Accountable Care Organization, we have provided a list of answers to the most commonly asked questions about the Pioneer ACO program.

Notification Letter

For your reference, we have posted a copy of the Accountable Care Organization letter you received in the mail. Here you will find information regarding our participation in the Pioneer Accountable Care Organization program.

Authorization to Withhold Personal Health Information Form

If you would like to prohibit Medicare from sharing your personal health information with your doctor's Accountable Care Organization, please

Consent to Change Data Sharing Preference Form

If you have already filled out the "Authorization to Withhold Personal Health Information Form" and now wish to allow Medicare to share

If you have any comments, suggestions or just general feedback we encourage you to get in touch with us at 1-855-266-PLUS

If you do not speak with someone please leave your name, number and a description of your inquiry. We will return your phone call within 48 hours.

Or call Medicare:

1-800-633-4227 (TTY users should call 1-877-586-2048)

Please note: if this is an emergency situation please call 911 immediately.

fill out this form. This information includes records of your medications, medical conditions, and visits to the doctor or hospital. The decision to withhold Medicare information is entirely up to you and will not affect the quality of care you receive. However, we would like to note that providing access to personal Medicare information will help us to meet your health care needs more efficiently.

your personal health information with your doctor's Accountable Care Organization please complete this form.

Consent for the Release of Confidential Alcohol or Drug Treatment Information Form

If you would like Medicare to share personal information regarding treatment for drug or alcohol related issues, please fill out this form. Any information that you choose to share with your health care provider will allow for more complete, efficient health care.

Steward Providers Participating in the Pioneer ACO Program