At the heart of our Cornerstone Services model for Windham Hospital is our approach to best match the services we provide to our community’s needs. This means finding the most responsible way to provide care — and allow us to maintain access to healthcare as close to home as possible.

We also know that getting to our doors — or to wherever care is needed — is a crucial concern. We consider our paramedic service and patient transport teams part and parcel of our total service offerings. We are immensely proud of this, and want to set the record straight on what these crucial, life-saving services provide — and how they will continue.

For many years, Windham Hospital has had a reputation for having one of the most highly trained hospital paramedic teams in the state. Everyone in our service area should know about this, and share our pride.

Unlike many other hospitals, the majority of Windham Hospital paramedics are trained in advanced critical care — above and beyond the standard paramedic education. They receive a wide array of training that assists them in managing critical care patients in high risk situations, and they demonstrate these skills every day, more than 3,800 times per year.

Windham Hospital also has access to two LIFE STAR helicopters, a life-saving service that can transfer critically ill patients to a higher level of care when necessary.

When we talk about the need to transform Windham Hospital — and our plans to make continued investments for a more coordinated, accessible and sustainable system of care — this is important to note: Nothing is changing with our patient transport system.

We will continue to offer the same services that we offer today, the same highly qualified team of Windham Hospital paramedics will be responding to emergencies in our community.

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Some have questioned whether our Progressive Care service will increase the burden on our local fire departments. Simply put, we don’t expect the number of critical care transports to change significantly, as we will continue to offer critical care to patients who can be effectively cared for at Windham Hospital, as we do today. Windham Hospital averages approximately two critical care patients per day in a 12-bed inpatient unit, an inefficient system that is not in the best interest of patients or the sustainability of the hospital.

In addition, Windham Hospital has a contract with a commercial ambulance company for patient transport services to other facilities with a higher level of care. Many hospitals don’t have their own ambulances, and for good reason. There is no need to reinvent the wheel — commercial ambulance companies exist for a reason, and provide this service as well or better than a hospital ever could. They are a fine example of our many partners in care.

Our paramedic team is a source of pride. Combined with the patient transport protocols that we have in place, and our community partners, they provide great confidence for residents and our staff. They have been saving lives for many years, and plan to do so for many years to come.

Windham Hospital
Connect to healthier.

Cornerstone of Care
A continuing community conversation about creating a sustainable future for Windham Hospital

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Dave Whitehead
President, Windham Community Memorial Hospital