

Athol Memorial Hospital

ATHOL, MA

\$478,413*

AWARD EXPENDED

Athol Memorial Hospital initiated a multi-pronged approach to the treatment of medical and social needs among residents with behavioral health issues in its community. A behavioral health navigator and intensive care manager based in the emergency department connected high-risk patients with community-based services. The hospital also collaborated with the Athol-Royalston Regional School District to increase access to behavioral health care in the region. Athol Memorial also purchased and implemented an emergency department information system and worked with an external consultant to develop a telemedicine plan to enhance access to care across the region.

RAPID-CYCLE PILOT

A care coordinator and two clinicians worked in Athol's public schools to identify unmet behavioral health needs among students and to connect them and their families with resources in the community; the new staff was fully booked within one week of program launch. At the hospital, the emergency department behavioral health navigator connected patients to community-based behavioral health and social services, while increasing emergency department staff awareness of behavioral health needs and available supportive services. Athol Memorial Hospital recognized that several patients with serious mental illness required additional non-medical help and so it included an intensive care manager to connect these patients with social services outside of the hospital. The two emergency department positions work together to deliver a clinical response to best serve all patients with behavioral health needs in the emergency department.

293

PATIENTS, STUDENTS,
AND FAMILIES IMPACTED.

81

BEHAVIORAL HEALTH OR COMMUNITY
RESOURCE REFERRALS GENERATED.

School-based services flyer

School Care Coordinator Services

As a School Care Coordinator I work with students in school, who have been referred to me by the guidance department to connect them to on-site behavioral health services. I also help families connect to various community resources available in the North Quabbin area.

These resources can include but are not limited to connections with the following organizations ->

Please feel free to contact me with any questions you may have. I would be happy to explain each resource further and help make that connection for you and your family!

My offices are located at both ARMS and Riverbend. My office hours are Monday-Friday 8-4.

Athol Hospital
Member of the Heywood Healthcare Family

Nikki Leonardo
School Care Coordinator
Phone: 978.249.2430
Phone: 978.249.2415
E-mail: nleonard@arrsd.org

YMCA

- Financial Aid for Memberships & Summer Camps
- Fitness Classes
- Swim Lessons
- Sports Teams
- Summer Camps Including Camp Wiyaka and Camp Selah
- YouthReach After School Programs
- And More...

North Quabbin Patch

- Family Clothing Center (FREE clothing available to adults, teens, or school aged children)
- Food Assistance
- WIC/Snap Benefits
- Food Stamps
- Shelter Assistance

Health Insurance

- Services at Athol Hospital can help walk you through the MassHealth application process

And More...

Have a question or an idea in mind that you don't see listed here? Please let me know so I can help make that connection happen for you!

Valuing Our Children

- Family Support & Advocacy
- Parent Education
- Father Resources
- Grandparent Resources
- Playgroups for families with children ages newborn - 5 years old

Transportation

- Community transit services rides are available for \$1.50 each way
- PT-1 Applications: Transportation to medical appointments is available for MassHealth members

Other Resources

- North Quabbin Community Coalition, the heart of the North Quabbin area for community connections
- Athol Public Library
- Salvation Army for clothing needs
- Health Families can help with food connections and nutritional ideas
- Substance Abuse Services
- Primary Care Referrals
- Dentist Referrals
- Summer Playground for kids ages 6-15

Behavioral Health Services

Through the CHART Grant, on-site clinicians are available to any student in the Athol-Royalston Middle, Riverbend, and Sanders Street Schools based on referrals made by the guidance department.

*Includes Regional Behavioral Health Funding

CAPABILITY AND CAPACITY BUILDING

At the time of CHART Phase 1 launch, Athol Memorial Hospital was one of the last remaining hospitals in the Commonwealth using paper medical records in its emergency department. The HPC funded the purchase of an emergency department information system (EDIS) to enhance overall quality of care by moving the department from a paper-based record system to an electronic one. The EDIS is a foundational element for care delivery transformation initiatives.

PLANNING

Athol Memorial Hospital engaged in extensive planning to enhance access to behavioral health care in Athol and surrounding communities.

Athol Memorial developed a comprehensive telemedicine plan for behavioral health telemedicine, which led to a pilot project, connecting local primary care patients to the behavioral health navigator from Athol Memorial Hospital's care delivery pilot.

CHART PHASE 2 AWARD

Heywood, Athol Memorial, and HealthAlliance Hospitals received a joint award in CHART Phase 2 to enhance behavioral health care across the North Central and North Quabbin communities. A multipronged approach including school-based care, emergency department high risk care teams, care-coordination, and enhanced inpatient and outpatient behavioral health services aims to reduce emergency department use by behavioral health patients. These initiatives enhance and scale the hospitals' CHART Phase 1 pilots as well as build out the services coordinated by the Regional Behavioral Health Collaborative developed by these hospitals and community partners in CHART Phase 1.