

Baystate Franklin Medical Center

GREENFIELD, MA

\$ 396,314

AWARD EXPENDED

Creating mechanisms for community-based consultation with specialists can increase the amount of care that can effectively and efficiently be provided in community hospitals, rather than requiring a transfer to a higher-cost tertiary care center. Telemedicine is one tool to improve access to specialists. Baystate Franklin Medical Center developed telemedicine programs for four inpatient specialties: neurology, critical care, infectious disease, and geriatric and palliative care to keep care in the community. The hospital also connected three community-based primary care practices and three community skilled nursing facilities to the Pioneer Valley Information Exchange, a local, private health information exchange.

RAPID-CYCLE PILOT

The goals of the telemedicine pilot were to reduce length of stay (which was, in some departments, extended in order to accommodate specialists' availability to see patients) and to keep care in the community by avoiding transfers to tertiary care hospitals.

Baystate Franklin Medical Center developed clinical and operational workflows to support the integration of telemedicine across the organization. Neurology had the highest uptake of telemedicine encounters due to a strong physician champion; not all departments were as prepared to implement the program.

91%

TELEMEDICINE ENCOUNTERS THAT RESULTED IN A DIAGNOSIS.

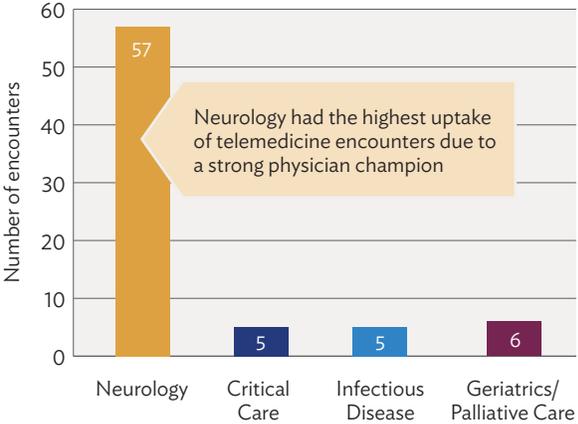
100%

REFERRING PHYSICIANS WHO WERE SATISFIED WITH USING TELEMEDICINE FOR THEIR CONSULT.

83%

PATIENTS OR FAMILIES WHO WERE SATISFIED WITH THE TELEMEDICINE ENCOUNTER.

Number of telemedicine encounters by specialty at Baystate Franklin Medical Center



CAPABILITY AND CAPACITY BUILDING

6

PROVIDER ORGANIZATIONS CONNECTED.

The goal of the Pioneer Valley Information Exchange expansion project was to enhance information sharing across key provider settings to support coordinated patient care.

Three community-based primary care practices and three community skilled nursing facilities were connected to the Pioneer Valley Information Exchange. The health information exchange integrations took longer than expected as a result of differences in the kinds of electronic medical record technologies being connected. In addition, trading partners required a higher level of technical support than initially anticipated. Despite delays, the connected providers reported that patient care has been enhanced through the exchange of patient information enabled by the Pioneer Valley Information Exchange.

CHART PHASE 2 AWARD

Baystate Franklin Medical Center aims to reduce 30-day readmissions for patients excessively admitted to the hospital, and emergency department revisits for patients who frequently visit the ED, as well as those with behavioral health conditions, critical gaps of care in Greater Greenfield. Along with the other Baystate Health community hospitals, Baystate Franklin Medical Center is also a participant in a \$900,000 joint award to increase the use of inpatient and outpatient telemedicine to increase access and reduce transfer to tertiary care settings. This initiative is a continuation and expansion of CHART Phase 1 activities.