

Baystate Mary Lane Hospital

WARE, MA

\$420,682

AWARD EXPENDED

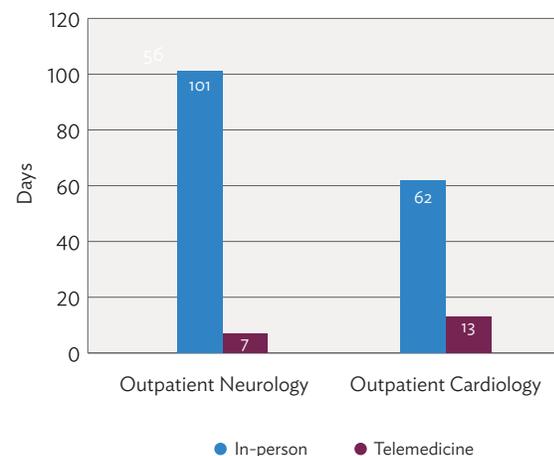
Baystate Mary Lane Hospital developed telemedicine programs in outpatient neurology, inpatient and outpatient cardiology, inpatient speech therapy and outpatient behavioral health to increase patient access to specialists. The hospital also funded connection of two community physician practices to the Pioneer Valley Information Exchange, improving the exchange of medical information for patients treated by these providers. Finally, the hospital used a planning grant to analyze health care needs in the community in order to identify ways to repurpose underused acute care beds at the hospital.

RAPID-CYCLE PILOT

The goal of the telemedicine pilot was to increase access to specialty services in both inpatient and outpatient settings.

Baystate Mary Lane Hospital has increased access to outpatient services by making telemedicine appointments available earlier than in-person appointments and has no reported adverse events. Staff and patients reported great satisfaction with the use of technology. The hospital developed extensive clinical and operational workflows to support the integration of telemedicine across the organization. Baystate Mary Lane Hospital had strong telemedicine buy-in from outpatient neurology and behavioral health and inpatient speech, but the uptake was less than the hospital had originally anticipated. Notably, inpatient cardiology did not deliver teleconsults despite developing new protocols and workflows.

Time to third next appointment (days)



40

PATIENT ENCOUNTERS USING THE TELEMEDICINE TECHNOLOGY.

CAPABILITY AND CAPACITY BUILDING

Baystate Mary Lane Hospital connected practices to the Pioneer Valley Information Exchange with the goal of the enhancing behavioral health and primary care transitions and coordination for patients.

Baystate Mary Lane connected two practices to exchange clinical results with trading partners through the Pioneer Valley Information Exchange. There were some delays in initiating health information exchange connections and trading partners needed more support than expected. Despite these challenges, partners now have a robust view of a patient's health record that allows informed clinical decision-making.

PLANNING

The goal of the post-acute planning grant was to explore options for repurposing underutilized inpatient beds. Baystate Mary Lane Hospital's inpatient utilization trend has decreased at a faster pace than its peer cohort, leading the hospital to seek alternative uses for inpatient beds. Baystate Mary Lane developed a proposed plan for repurposing acute care beds to instead care for patients after hospital discharge (post-acute care).

Strategies for repurposing underutilized inpatient beds

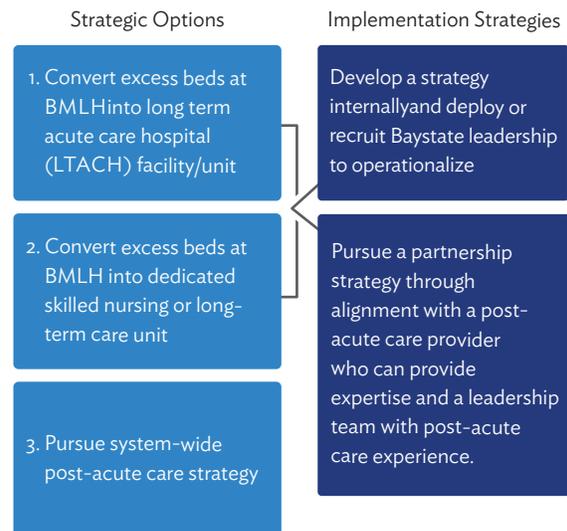


CHART PHASE 2 AWARD

In a continuation and expansion of CHART Phase 1 activities, and along with the other Baystate Health community hospitals, Baystate Mary Lane Hospital is a participant in a joint award to increase the use of inpatient and outpatient telehealth to increase access and reduce transfer to tertiary care settings.