

Beverly Hospital

BEVERLY, MA

\$65,000

AWARD EXPENDED

Beverly Hospital's CHART Phase 1 award was used to plan for clinical and business changes necessary to address the needs of the hospital's most complex, high-risk, high-utilizing patients. Beverly Hospital engaged hospital staff to develop a service delivery transformation business and operational plan to reduce unnecessary acute care utilization.

PLANNING

Beverly Hospital's planning goal was to develop a service delivery transformation business and operational plan to reduce unnecessary acute care utilization through evidence-based care for high-risk patients. Beverly's plan focused on increasing cost efficiency, enhancing access to social services, improving clinical interventions, and optimizing care coordination to provide patient care in the most appropriate setting and to effectively engage patients and their families. Beverly conducted a comprehensive data analysis during their planning initiative to identify the most effective target population for intervention. Contrary to prior assumptions, Beverly found that patients with behavioral, medical, and social complexity were the primary driver of readmissions, not chronic disease. Beverly Hospital conducted a root cause analysis to identify common causes of readmissions through this fish bone diagram before planning how to address the needs of their patients and reduce acute care utilization in CHART Phase 2.

1,379

NUMBER OF 30-DAY READMISSIONS IN 2013.

CHART PHASE 2 AWARD

Beverly Hospital received a CHART Phase 2 award to leverage CHART Phase 1 planning activities and scale Addison Gilbert Hospital's CHART Phase 1 pilot. Beverly Hospital seeks to reduce 30-day readmissions for patients with a personal history of recurrent acute care utilization, social complexity or in need of palliative care. Beverly Hospital is also a participating site in a joint award in partnership with other Lahey Health community hospitals and Lowell General Hospital to enhance care for patients with behavioral health needs across the care continuum.

Common causes of readmissions at Beverly Hospital

