

Harrington Memorial Hospital

STURBRIDGE, MA

\$491,600

AWARD EXPENDED

While many hospitals and other providers lack the ability to share information across settings, behavioral health providers are among the earliest in information technology maturity curves. Harrington Memorial Hospital facilitated health information exchange adoption for Harrington-affiliated physician groups and the hospital, with a focus on behavioral health providers. The hospital also redesigned its behavioral health electronic record to increase efficiency and trained the behavioral health staff on new workflows to include use of the new information system. Additionally, the hospital developed a strategic plan for optimizing behavioral health services in South Central Massachusetts with the assistance of an external consultant.

CAPABILITY AND CAPACITY BUILDING

15

AFFILIATED PRACTICES AND THE HOSPITAL CONNECTED TO THE MASS HIWAY.

The goal of the health information exchange connections through the Mass HIway was to enable more efficient communication across care settings. The goal of the behavioral health redesign was to increase the efficiency of staff using the technology and improve the functionality of patient information systems.

Harrington Memorial Hospital connected the hospital and 15 affiliated practices to the Mass HIway.

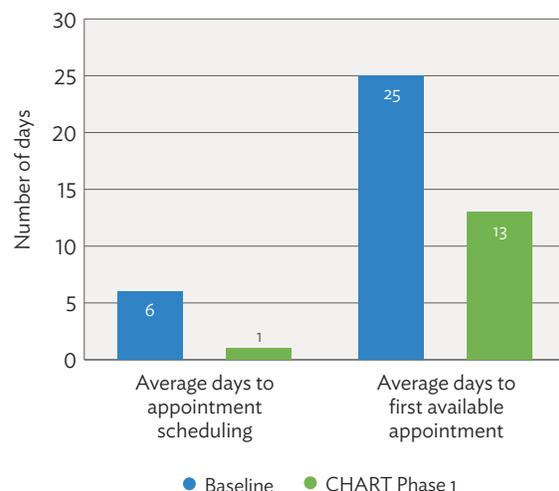
Harrington Memorial Hospital reduced the time it took administrative staff to book follow-up appointments from between 5-7 days to less than 24 hours for all patients, resulting in increased likelihood that patients will seek follow-up care. Decreased booking times led to faster follow-up appointments for patients; patients saw the wait time for the next available appointment drop from an average of 25 days to 13 days.

PLANNING

The goal of the planning portion of the award was to identify ways to increase access to behavioral health services and to mitigate challenges to integration of behavioral health and medical services.

Harrington Memorial Hospital worked with a consultant to project both community need (largely through demographic analysis) and behavioral health service need in the Harrington Memorial Hospital service area to inform a strategic behavioral health plan for the hospital.

IT systems were extensively redesigned to improve timely access to care



Estimated 2014 and projected 2019 adult, older adult, and geriatric psychiatric bed need, HHS market

AGE GROUP	2014 POPULATION	PERCENT INPATIENT PSYCHIATRIC SERVICES (1)	ESTIMATED INPATIENTS	ESTIMATED PATIENT DAYS	ESTIMATED BED NEED
18 to 54 Years	153,085	2.83%	4,330	17,320	48
55 to 64 Years	36,770	2.97%	1,090	5,450	15
65 Years & Older	40,445	4.00%	1,620	12,960	36
Total	330,290		7,040	35,730	98
AGE GROUP	2019 POPULATION	PERCENT INPATIENT PSYCHIATRIC SERVICES (1)	ESTIMATED INPATIENTS	ESTIMATED PATIENT DAYS	ESTIMATED BED NEED
18 to 54 Years	149,070	2.83%	4,220	16,880	46
55 to 64 Years	40,155	2.97%	1,190	5,950	16
65 Years & Older	47,255	4.00%	1,890	15,120	41
Total	236,480		7,300	37,950	103

Footnote: (1) "Percent Inpatient Psychiatric Services" is based on the calculation of the prevalence rate of acute mental illness in the population and the historical inpatient utilization rates for the specific age group. This is the percentage of the total age cohort population receiving acute inpatient psychiatric services.

Source: U.S. Department of Health and Human Services, Mental Health: A Report of the Surgeon General, National Institute of Mental Health, 1999, pages 46 through 48.

CHART PHASE 2 AWARD

Moving from behavioral health planning to implementation, Harrington Memorial Hospital received a CHART Phase 2 award focused on reducing readmissions and emergency department revisits for patients with behavioral health conditions. Harrington Memorial Hospital is pursuing an array of interventions, including expansion of inpatient treatment capacity, enhanced partial hospitalization and intensive outpatient services, improved care in the emergency department, and screening and treatment in the primary care setting.