

# HealthAlliance Hospital

LEOMINSTER, MA

## \$410,000

AWARD EXPENDED

HealthAlliance Hospital's catchment area has higher rates of self-inflicted injuries than the state average. Recognizing the complex needs of these patients, along with patients with other behavioral health diagnoses, HealthAlliance Hospital partnered with local community providers to develop an Emergency Department Navigator Care Coordination Model for patients with serious mental illnesses. The pilot aimed to connect all served patients with a primary care provider and to increase communication across all care settings.

### RAPID-CYCLE PILOT

## 196

PATIENTS SERVED.

The goal of the Emergency Department Navigator Care Coordination Model was to decrease unnecessary behavioral health emergency department visits and overall length of stay in the emergency department by facilitating warm hand-offs, building relationships with patients that extend into the community, and collaborating with

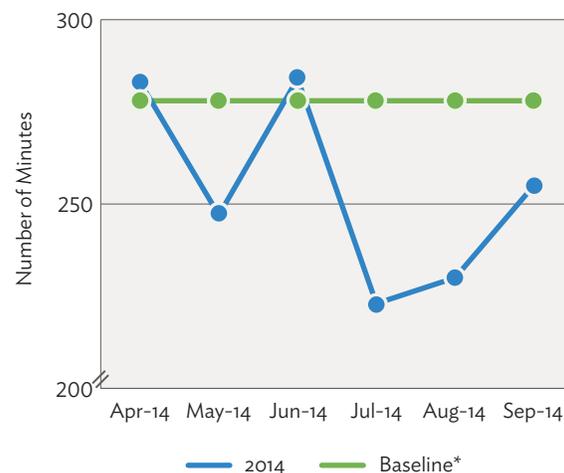
community providers, Community Health Connections, the local community health center and Community HealthLink, the emergency services provider.

HealthAlliance Hospital measured emergency department length of stay for behavioral health patients to identify whether the intervention was successful; HealthAlliance observed a downward trend in length of stay (from 283 minutes in the first month of intervention to 255 minutes in the final month) but also so substantial fluctuation month-by-month. Collecting a comprehensive baseline and setting performance targets will be necessary to fully evaluate this promising model.

#### CHART PHASE 2 AWARD

HealthAlliance Hospital aims to reduce emergency department revisits and length of stay for all patients with behavioral health conditions. In partnership with community-based organizations, HealthAlliance Hospital will provide intensive case management, shared individual care plans across settings, and both hospital and community-based clinical services. These initiatives build upon similar activities during CHART Phase 1.

Length of stay for emergency department visits for behavioral health reasons



Baseline is average length of stay April-Sept 2013