

# Heywood Hospital

GARDNER, MA

## \$302,833

AWARD EXPENDED

Heywood Hospital's 2011 community health needs assessment identified behavioral health and substance abuse disorders as primary areas of concern within the hospital's catchment area. Seeking to fill the gap in care for this population, Heywood Hospital collaborated with the Gardner School District to embed a care coordinator and two clinicians contracted through a local behavioral health agency in the schools. The hospital also added a behavioral health navigator to its emergency room to connect patients with local primary care providers and clinical and community services and contracted with a behavioral health provider to add an intensive care manager to connect patients with serious mental illnesses to needed services. Additionally, the hospital connected Heywood Medical Group to the Mass Hlway, established a Regional Behavioral Health Collaborative with key partners, and conducted a comprehensive behavioral health needs assessment for the region.

### RAPID-CYCLE PILOT

The goals of the care delivery pilots included increasing access to behavioral health care in the region through embedding school-based care coordinators; referring the patients who need them out to behavioral health and social services; and increasing emergency department staff awareness to behavioral health needs.

## 500

PATIENTS, STUDENTS, AND FAMILIES SERVED.

## 187

BEHAVIORAL HEALTH OR COMMUNITY RESOURCE REFERRALS.

### CAPABILITY AND CAPACITY BUILDING

The goal of connecting Heywood Medical Group to the Mass Hlway was to develop timely information exchange across the Regional Behavioral Health Collaborative, supporting care coordination and enhanced transitions of care.

Heywood Hospital successfully piloted the Mass Hlway Webmail service with Heywood Medical Group and is seeking to expand its use to enhance follow-up after discharge.

#### School-based care flyer



**WHAT'S NEW AT GARDNER MIDDLE / HIGH SCHOOLS**

HEYWOOD HEALTHCARE / SCHOOL-BASED CARE CONNECTION PROGRAM  
Connecting youth and families to behavioral health services and community based resources

<b>School-Based Care Coordination</b>	<b>Clinical Counseling Services</b>
<ul style="list-style-type: none"><li>- Hands-on case management with families</li><li>- Connect families and children to clinical counseling services</li><li>- Connect families to community providers</li></ul>	<ul style="list-style-type: none"><li>- On-site health assessment and therapy</li><li>- Enhanced community connections to at risk youth</li></ul>

For more information, please contact Randi Eldredge by phone at (978) 439-1600 ext. 1602 or (508) 725-4181 or [ekredr@gardnerk12.org](mailto:ekredr@gardnerk12.org)

 **Heywood Healthcare**  
Adnol Hospital | Heywood Hospital

## PLANNING

The goal of the planning grant was to develop a behavioral health needs assessment for the area.

With the planning grant, Heywood Hospital conducted a behavioral health needs assessment to identify means to expand access to behavioral health care in the region. The planning process included interviewing a variety of behavioral health and community resource providers to gain more insight into the needs of the community as a whole, including social determinants of health as well as medical complexity.

**Several large communities in Heywood Hospital’s Service area have lower incomes and higher rates of poverty than the average for the state, known as key social determinants of health.**

CITY/TOWN IN HEYWOOD SERVICE AREAS	TOTAL POPULATION	HOUSEHOLDS WITH FOOD STAMP/SNAP BENEFITS IN THE PAST 12 MONTHS	ALL PEOPLE WITH WHOSE INCOME IN THE PAST 12 MONTHS IS BELOW POVERTY LEVEL	MEDIAN HOUSEHOLD INCOME IN THE PAST 12 MONTHS	% OF INDIVIDUALS 25 YEARS OR OLDER WHO HAVE A BACHELOR’S DEGREE OR HIGHER
Ashburnham	5,991	1.5%	5.4%	\$80,000	34.8%
Ashby	2,987	1.2%	4.2%	\$80,143	29.9%
Athol	11,559	10.2%	9.1%	\$47,099	14.3%
Fitchburg	40,214	14.8%	19.4%	\$47,019	20.7%
Gardner	20,386	12.0%	11.4%	\$46,333	19.5%
Hubbardston	4,310	1.1%	9.5%	\$82,443	28.0%
Leominster	40,941	8.8%	9.9%	\$55,695	23.5%
Lunenburg	9,985	2.1%	5.5%	\$86,568	33.6%
Orange	7,795	14.3%	11.8%	\$42,809	18.0%
Phillipston	1,849	6.8%	3.5%	\$70,493	20.3%
Royalston	1,101	4.2%	4.1%	\$60,385	29.5%
Templeton	7,801	5.2%	8.1%	\$66,138	17.4%
Townsend	8,871	4.3%	5.2%	\$76,533	29.0%
Warwick	547	0.8%	5.4%	\$67,554	29.2%
Westminster	7,225	4.4%	4.5%	\$79,073	31.4%
Winchendon	10,212	8.50%	9.80%	\$58,582	19.30%
CHNA 9	262,605	5.3%	7.8%	\$65,011	26.0%
Massachusetts	6,587,536	9.5%	10.7%	\$65,981	22.1%

### CHART PHASE 2 AWARD

Heywood, Athol Memorial, and HealthAlliance Hospitals received a joint award in CHART Phase 2 to enhance behavioral health care across the North Central and North Quabbin communities. A multipronged approach including school-based care, emergency department high risk care teams, care-coordination, and enhanced inpatient and outpatient behavioral health services aim to reduce emergency department use by behavioral health patients. These initiatives enhance and scale the hospitals’ CHART Phase 1 pilots as well as build out the services coordinated by the Regional Behavioral Health Collaborative developed by these hospitals and community partners in CHART Phase 1.