

Lawrence General Hospital

LAWRENCE, MA

\$100,000

AWARD EXPENDED

Lawrence General Hospital developed a plan for improving cross-continuum care management that included a readmissions assessment, an outline of best practices to reduce high emergency utilization, assessing medication management in primary care practices, and assessments of information flow tools. The hospital developed

a social work and nurse case management hybrid model of transitional care, with tiered service intensity for patient risk segments. The plan included a budget and financial impact forecast.

PLANNING

11,797

PATIENTS IDENTIFIED WITH NON-EMERGENT EMERGENCY DEPARTMENT VISITS IN A YEAR.

The goal of Lawrence General's planning initiative was to develop a detailed business and operational blueprint for a care management system for patients served by the hospital. Lawrence General has a long history of delivery system transformation initiatives, but used CHART 1 to bring focus and prioritization to their overall strategic approach.

Lawrence General Hospital's plan was developed from the model shown. The plan includes care management across settings ranging from primary care and post-acute care to community social service organizations. The plan also articulates specific needs for information technology enhancement and standard communication platforms and protocols across care settings. Lawrence General's plan also reflects an understanding of principles of quality improvement; the plan is adaptive and scales up over time, built upon frequent, focused small tests of change that build towards full implementation.

CHART PHASE 2 AWARD

Lawrence General Hospital will implement their CHART Phase 1 plan to reduce 90-day readmissions for patients with medically and/or socially complex needs through social work and nurse case management-based transitional care, linkage to elder services, and a focus on leveraging technology.

Cross continuum care management model

