

# Lowell General Hospital

LOWELL, MA

**\$497,900**

AWARD EXPENDED

Sharing patient medical information across health care organizations and service providers can increase the quality and safety of care. Lowell General Hospital implemented a direct messaging solution or Cerner Direct (health information exchange variant) message solution with a community family medicine practice. The hospital also implemented 65 electronic health record hubs in affiliated practices to facilitate information exchange. Finally, the hospital also engaged in planning for population health in areas served by the hospital and its physicians.

## CAPABILITY AND CAPACITY BUILDING

The goal of the direct messaging solution and electronic health record hubs was to accelerate the ability to electronically exchange health information with other providers.

69% of physicians surveyed reported that health information exchange tools improved their overall experience of providing care. 62% of physicians surveyed reported that the system reduced the amount of paper their office uses. The Direct message solution simplified exchange of information to Lowell General Hospital physicians from the participating community practice.

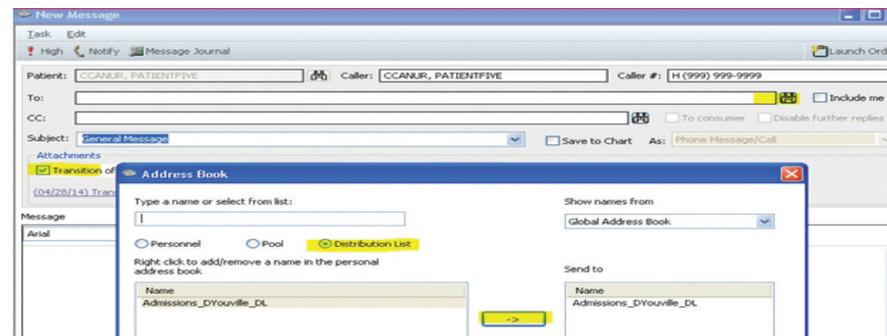
**69%**

OF PHYSICIANS SURVEYED REPORTED THAT HEALTH INFORMATION EXCHANGE TOOLS IMPROVED THEIR OVERALL EXPERIENCE OF PROVIDING CARE.

**62%**

OF PHYSICIANS SURVEYED REPORTED THAT THE SYSTEM REDUCED THE AMOUNT OF PAPER THEIR OFFICE USES.

### Direct messaging solution screenshot



---

## PLANNING

---

The goal of Lowell General Hospital's planning grant was to produce a comprehensive strategy and implementation plan for population health in Greater Lowell.

To guide planning activities, Lowell General Hospital developed a Population Health Innovation Council co-chaired by the Chief Medical Officer and the Vice President of External Affairs. The Council included both hospital leadership and community providers. Notably, Lowell General Hospital did not produce an actionable, measurable plan for population health to the Health Policy Commission during CHART Phase 1. However, at the time of publication of this report, Lowell General Hospital is currently developing a promising CHART Phase 2 initiative, providing population health services to reduce 30-day readmissions for high utilizers.

### **CHART PHASE 2 AWARD**

Lowell General Hospital aims to reduce readmissions among high acute utilizer patients, through transitional care coordination with a focus on palliative care. Lowell General is also a participating site in a joint award in partnership with the three Lahey Health community hospitals to enhance care for patients with behavioral health needs across the care continuum.