

# Southcoast Tobey Hospital

WAREHAM, MA

**\$355,817**

AWARD EXPENDED

In an effort to enhance its disease management program and improve care management for chronic diseases, Southcoast Tobey Hospital created a diabetes care management team modeled on the Cleveland Clinic's approach to diabetes management. It trained registered nurses at the hospital in advanced diabetes care. The hospital hired a diabetes nurse navigator and four community health workers to support diabetes patients and their families in the community through primary care sites.

## RAPID-CYCLE PILOT

The goal of the care delivery pilot was to improve patient engagement and patient activation for individuals with diabetes, as well as reduce the readmission rate for diabetes-related diagnoses and increase access to diabetes resources in the community.

Eighty-two percent of patients participating in the inpatient program had a follow-up appointment within 7 days of discharge. The readmission rate for the target population was 12.07 in CHART Phase 1. Tobey Hospital did not report a month to month readmission trend for the target population because of the small sample size.

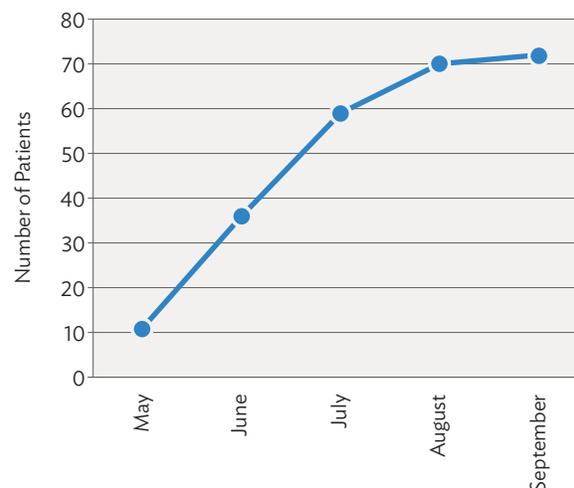
**316**

PATIENTS SERVED.

**265**

COMMUNITY HEALTH WORKER HOME VISITS.

**Number of new patients receiving case management services**



### CHART PHASE 2 AWARD

The three hospitals in Southcoast Health System collectively received a CHART Phase 2 joint award to enhance care for patients with behavioral health conditions and high utilizers. Specifically, Southcoast will focus on reducing emergency department revisits for behavioral health patients, and reducing 30-day readmissions for inpatient high utilizers. These complex programs will draw from CHART Phase 1 activities, including utilization of the Southcoast Asset Map of community providers as well as operational insights from experiences in CHART Phase 1 pilots.