Baystate Wing Hospital

HAMPDEN COUNTY

$1.25M
TOTAL PROJECT COST

$1M
HPC AWARD

Target Population & Aims

TARGET POPULATION
Patients with a life-limiting condition and/or a behavioral health diagnosis

1,047
Admissions per year

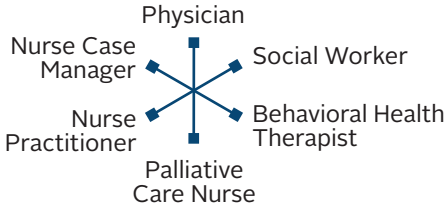
PRIMARY AIM
Reduce 30-day readmissions by
20%

SECONDARY AIM
Reduce 30-day ED returns by
10%

Summary of Award

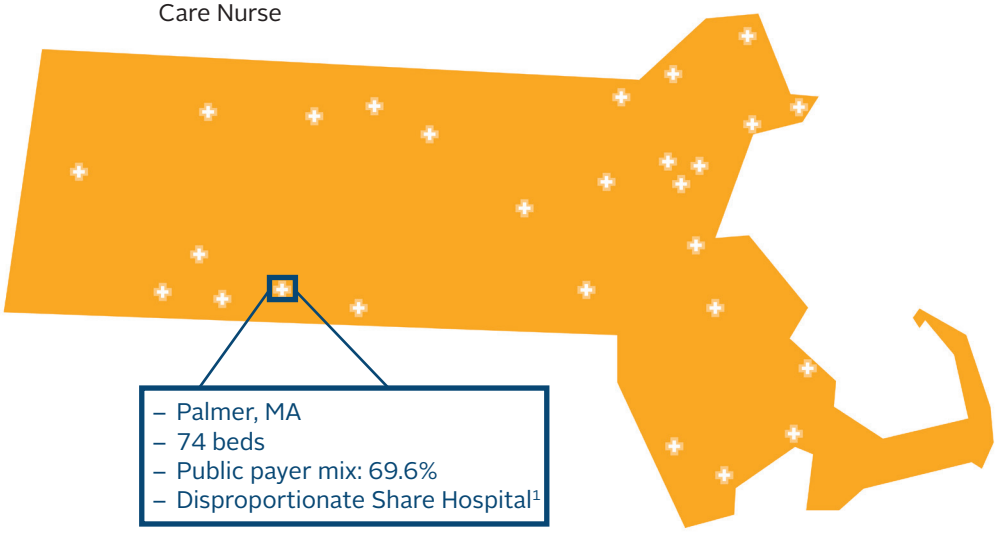
With the primary goal of reducing 30-day readmissions, Baystate Wing Hospital implemented a High Risk Care Team (HRCT) to provide enhanced services to patients with a life-limiting condition and/or a behavioral health diagnosis within the Emergency Department (ED), in the inpatient setting, and following discharge. All target population patients will have an individual care plan, either developed in the ED or in the hospital, which drives services across the continuum of care. In the ED, the HRCT partners with pharmacy staff to conduct medication reconciliation and optimization. Additionally, the HRCT provides warm handoffs to the next care setting – whether inpatient, primary care, VNA, or other services. During an inpatient stay, the HRCT participates in multidisciplinary care rounds and coordinates with hospital staff to improve care planning while in the hospital and post-discharge. Following discharge, the HRCT conducts in-home follow-up within 72 hours and engages with patients for 30 days, or longer, as necessary.

High Risk Care Team



"This service is breaking the cycle of ED visits and readmissions"

- Baystate Wing Hospital CHART team member



- Palmer, MA
- 74 beds
- Public payer mix: 69.6%
- Disproportionate Share Hospital[1]

CHART & HPC Background

The Community Hospital Acceleration, Revitalization, and Transformation Investment Program (CHART) makes phased investments for certain Massachusetts community hospitals to enhance their delivery of efficient, effective care. The goal of the program is to promote care coordination, integration, and delivery transformations; advance electronic health records adoption and information exchange among providers; increase alternative payment methods and accountable care organizations; and enhance patient safety, access to behavioral health services, and coordination between hospitals and community-based providers and organizations.

Established through the Commonwealth's landmark cost containment law, Chapter 224 of the Acts of 2012, the HPC is an independent state agency that monitors reform in the health care delivery and payment systems and develops policies to reduce overall cost growth while improving the quality of patient care. To learn more, please visit www.mass.gov/hpc or follow us on Twitter @Mass_HPC.

1. Source: Center for Health Information and Analysis, 2015.

MASSACHUSETTS
HEALTH POLICY COMMISSION
CHART INVESTMENTS