Beth Israel Deaconess Hospital – Milton

NORFOLK COUNTY

$2.28M
TOTAL PROJECT COST

$2M
HPC AWARD

Target Population & Aims

TARGET POPULATION
All patients in the ED with a primary behavioral health complaint

1,338
ED visits per year

PRIMARY AIM
Reduce excess ED boarding for long stay behavioral health patients by
40%

SECONDARY AIM
Reduce 30-day ED revisit rate for ED patients with a primary behavioral health diagnosis by
20%

Summary of Award

With extensive community collaboration with key partner South Shore Mental Health (SSMH), BIDH – Milton implemented an integrated behavioral health initiative with the goal of reducing excess Emergency Department (ED) boarding by 40%. The initiative includes rapid triage and timely crisis evaluation and supportive care, intensive stabilization and care management, expedient linkages to community partners and providers, community care management, peer support, and behavioral health navigation. A multidisciplinary team provides comprehensive clinical and supportive services. SSMH provides behavioral health clinical and navigation services in the BIDH – Milton ED and in the community. Multiple acute, community provider, municipal, and social service stakeholders participate in an integrated learning consortium.

"We have improved our ability to triage and intake patients in behavioral health crisis and ensure they are settled in a safe environment...The overall care and attention paid to behavioral health patients has improved with team planning and a changed focus of the care needs of this subpopulation."

- BIDH – Milton CHART team member

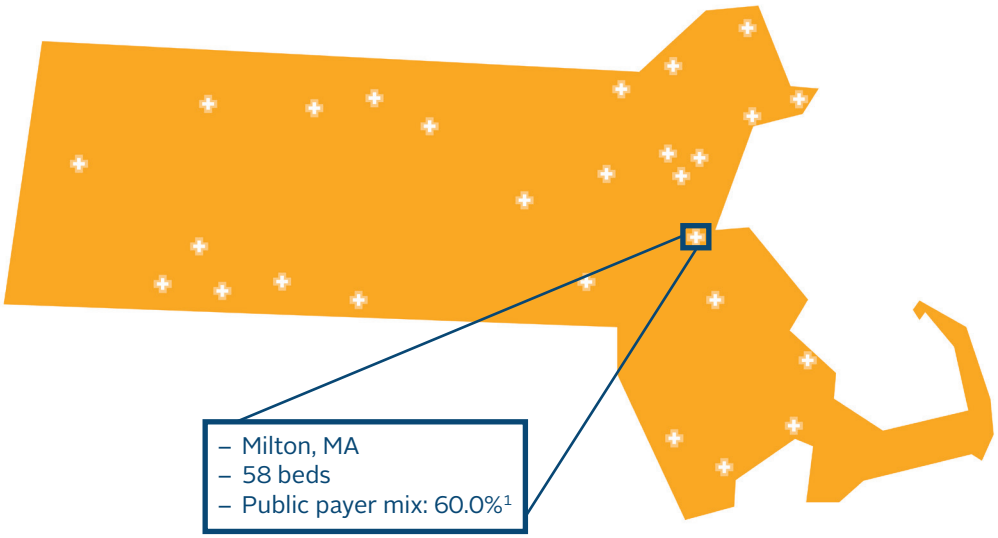

CHART & HPC Background

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
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CHART INVESTMENTS