

Holyoke Medical Center

HAMPDEN COUNTY



\$3.6M

TOTAL PROJECT COST

\$1.9M

HPC AWARD

Target Population & Aims

TARGET POPULATION

Patients with a primary or secondary behavioral health diagnosis in the ED setting

7,800

ED behavioral health visits per year

PRIMARY AIM

Reduce 30-day ED revisits by

25%

SECONDARY AIM

Reduce ED length of stay by

10%

Summary of Award

With the goal of reducing 30-day Emergency Department (ED) revisits by 25% for patients with a primary or secondary behavioral health diagnosis, Holyoke Medical Center deployed a behavioral health social work and assessment team in its ED to enhance care coordination, introduce targeted interventions to address complex social issues, and increase information sharing across care providers. Patients with a history of frequent ED utilization are referred to the multidisciplinary Behavioral Health Comprehensive Care Clinic (BHCCC), comprised of community health workers, patient navigators trained in social work, a psychiatric nurse, a medical assistant, and a physician director waived to prescribe Suboxone. The BHCCC provides comprehensive care planning, therapeutic behavioral health services, and community-based follow up and referrals to support services. Additionally, a CHART capital award supports the construction of a dedicated behavioral health pod within the ED.¹ Holyoke Medical Center's CHART initiative was developed to complement its Delivery System Transformation Initiative (DSTI) project, which focuses specifically on behavioral health integration in the primary care setting.

“The experience so far has been a very positive one; bringing behavioral health social workers to the ED has been a huge win for everyone. The patients are so appreciative and the staff and patients’ families, providers, and supports have all given positive feedback.”

- ED Social Work Navigator

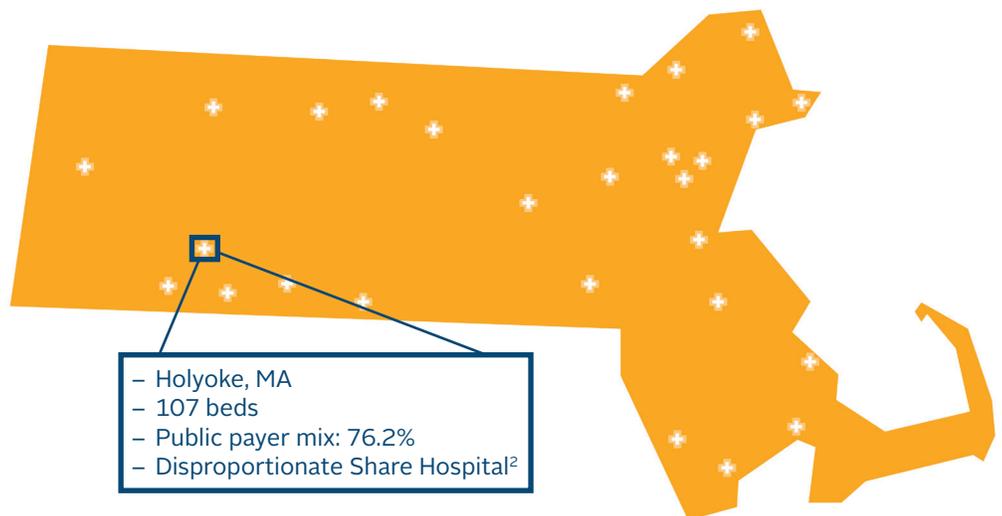


CHART & HPC Background

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. A separate contract awarding Holyoke Medical Center \$2 million supports this component of the project.
2. Source: Center for Health Information and Analysis, 2015.