# Southcoast Hospitals Group

BRISTOL AND PLYMOUTH COUNTIES

**$9.16M**
TOTAL PROJECT COST

**$8M**
HPC AWARD

## Target Population & Aims

**TARGET POPULATION**
Patients with a personal history of high utilization of the hospital or ED

**14,288**
ED visits for 945 unique patients

**6,537**
hospitalizations for 1,241 patients

**PRIMARY AIM 1**
Reduce 30-day readmissions by
**20%**

**PRIMARY AIM 2**
Reduce 30-day ED revisits by
**20%**

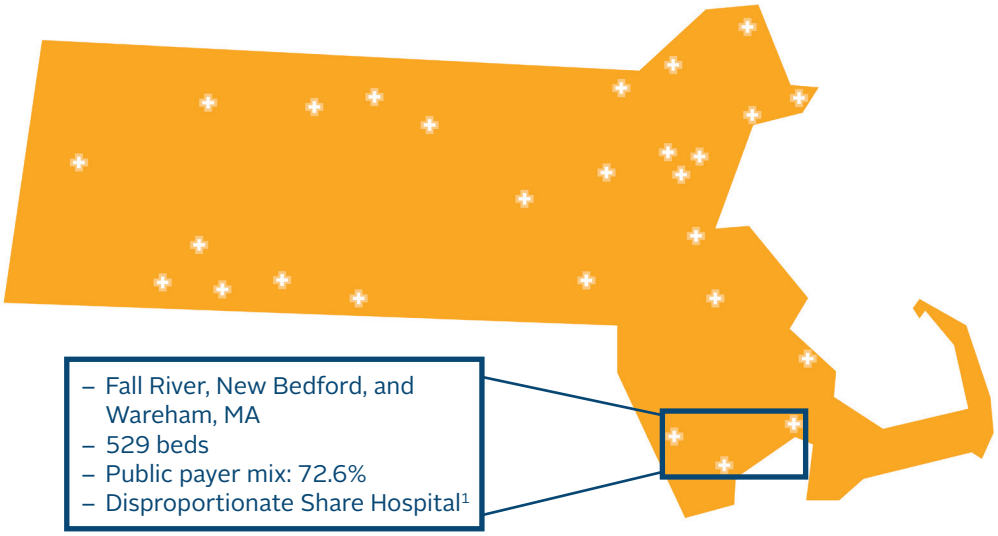
**SECONDARY AIM**
Reduce ED length of stay by
**20%**

## Summary of Award

Southcoast Hospitals Group aims to reduce 30-day readmissions by 20% for patients with a personal history of recurrent inpatient utilization and reduce 30-day Emergency Department (ED) revisits by 20% for patients with a personal history of recurrent ED utilization. Across St. Luke's Hospital, Tobey Hospital, and Charlton Memorial Hospital, Southcoast Hospitals Group is deploying 7 multidisciplinary care teams (including a physician, mid-level prescriber, RN, social worker, nurse case manager, community health workers, and a clinical pharmacist) modeled after the Spectrum Health Complex Care Team design. Teams provide intensive medical and behavioral health services, linkages to outpatient treatment providers, and assistance accessing social services support. Teams are staffed in part by community partners including South Shore Mental Health, Stanley Street Treatment and Resources, and Greater New Bedford Community Health Center. In addition to utilization-based enrollment criteria, Southcoast offers services to all pregnant women with substance use disorder.

## Patient Story

A patient with frequent utilization of the ED averaged approximately 5 ED visits per month. In an effort to intervene and increase appropriate service utilization, a community health worker held a series of phone calls and in-person meetings with the patient. She successfully connected the patient with services in the community to better serve her needs. Following these interventions, the patient's ED utilization decreased dramatically.




## 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.



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