

## SHIFT-CARE CHALLENGE

# Hebrew SeniorLife

## ADDRESSING HEALTH-RELATED SOCIAL NEEDS



### CARE MODEL

Hebrew SeniorLife (HSL) expanded its *Right Care, Right Place, Right Time* (R3) initiative—an integrated housing and care model originally developed through an HPC Targeted Cost Challenge Investment award—to focus on specific risk categories and a sustainable model. R3 embeds teams of wellness coaches and nurses in seven affordable senior housing sites (HSL and partner-owned). These wellness teams help seniors manage their health care needs, access supports, and address their health-related social needs. Once residents opt into the program, the team conducts detailed whole-person assessments of the residents' goals and needs. The teams then work to meet those needs by providing preventative services or connecting residents with community supports for nutrition, memory support, mental health, and emergency department (ED)/hospital avoidance. For example, R3 program staff collaborate with HSL's Center for Memory Health to assess and care for residents with cognitive decline, and with Brookline Community Mental Health Center and Aspire Mental Health to improve access to on-site mental health services for residents.

### IMPACT

HPC AWARD

**\$500K**

TOTAL PROJECT COST

**\$1.2M**

TARGET POPULATION

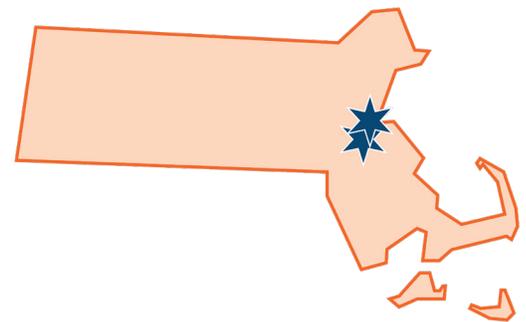
Low-income seniors (age 62+) living in any of seven HSL affordable housing sites

PRIMARY AIM

**20%** Reduction of ED visits and inpatient hospitalizations

### PARTNERS

- Milton Residences for the Elderly
- Brookline Police Dept
- WinnCompanies
- Fallon Ambulance
- Tufts Health Plan
- Randolph Fire Dept
- Beth Israel Deaconess Medical Center
- Springwell
- Boston Medical Center
- HSL Center for Memory Health
- HSL Home Care
- UMass Boston



### SHIFT-CARE CHALLENGE SUMMARY

The SHIFT-Care Challenge is an 18-month, \$10 million investment program supporting Sustainable Healthcare Innovations Fostering Transformation. Launched in 2018, SHIFT-Care has two tracks: one focused on addressing patients' health-related social needs and improving behavioral health care and the other aimed at expanding opioid use disorder treatment capacity through emergency departments and bridge clinics and facilitating timely follow-up care. The 15 SHIFT-Care awardees are partnering with 40 community organizations to implement strategies to reduce unnecessary hospital acute care utilization and to report other track- and awardee-specific measures.

### HPC BACKGROUND

The HPC, established in 2012, is an independent state agency charged with monitoring health care spending growth in Massachusetts and providing data-driven policy recommendations regarding health care delivery and payment system reform. The HPC's mission is to advance a more transparent, accountable, and innovative health care system through independent policy leadership and investment programs. Visit us at [Mass.gov/HPC](https://Mass.gov/HPC). Tweet us @Mass\_HPC.

*As a result of the coronavirus (COVID-19) pandemic, the care models described in these profiles may have been modified to protect the health of patients, health care workers, and communities.*