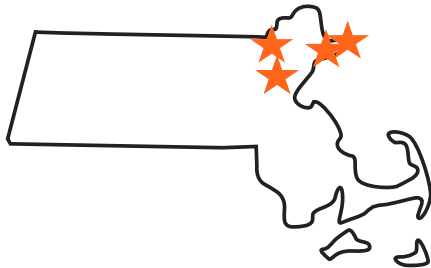


The Community Hospital Acceleration, Revitalization, and Transformation (CHART) Program



Lahey-Lowell Joint Award



Total Investment
\$6,459,463

Phase 2 HPC Investment:
\$4,800,000

Phase 2 Focus Area: Reducing emergency department (ED) revisits

Phase 2 Target Population: Patients with high ED utilization or patients with moderate ED utilizers who also had a behavioral health diagnosis

Phase 1 Capacity Building: *Did not participate in Phase 1*

Phase 2 Care Model: Addison Gilbert Hospital, Beverly Hospital, Winchester Hospital, and Lowell General Hospital developed a model to identify patients in the ED who had a history of high or moderate ED utilization. The hospital-based team provided multidisciplinary care coordination (which included Lahey Health Behavioral Services), made referrals to community-based services for patients post-discharge, and connected patients to social services in the community.

Key Transformation Achievements:

- Developed and refined ability to conduct near-real-time target population identification
- Developed a risk stratification method to target patients in need of intensive services
- Developed new modes of communication with community partners



downward trend in ED revisits

32%

reduction in ED revisit rate at Winchester Hospital through the Lahey-Lowell Joint Award

“Patients have found it comforting that we work together as a team instead of separately. We have different backgrounds and come at the problem from different angles, but ultimately the teams have the same goals.”

- Readmission Prevention Nurse

Patient Story



A patient with multiple behavioral health diagnoses presented to the ED more than 10 times in one year.



A community health worker (CHW) advocated for the patient to enroll in an intensive outpatient adult day program that could assist with activities of daily living and provide more structure.



The CHW also coordinated transportation, provided coaching for the patient and family to avoid ED visits, and helped the patient arrange to permanently move in with a family member.



The patient had fewer ED visits after engaging with the CHW.

About CHART

The Massachusetts Health Policy Commission (HPC) launched the Community Hospital Acceleration, Revitalization, and Transformation (CHART) program in 2014, which invested approximately \$70 million in 30 community hospitals. Profile information comes from multiple sources, including contract documents, program updates, and data submissions by awardees to the HPC (see Data Sources and Methods for additional details).