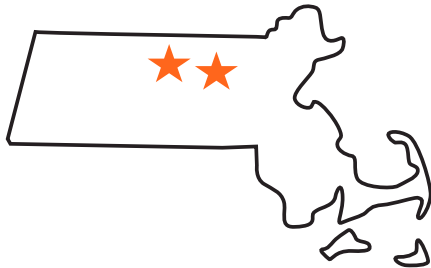


# The Community Hospital Acceleration, Revitalization, and Transformation (CHART) Program



## Heywood-Athol Joint Award



**Total Investment**  
\$3,268,965

**Phase 1 HPC Investment:**  
\$800,512

**Phase 2 HPC Investment:**  
\$2,900,000

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

**Phase 2 Target Population:** All patients with a behavioral health diagnosis

**Phase 1 Capacity Building:** Heywood and Athol Hospitals, funded through hospital-specific awards, each partnered closely with community organizations and public schools to improve care coordination. Athol Hospital also leveraged investment funds to transition to an electronic health record system in the ED.

**Phase 2 Care Model:** Heywood and Athol Hospitals deployed an ED-based complex care team to provide intensive case management, behavioral health navigation, and peer mentorship. Beyond the ED, the hospitals used CHART funding to promote tele-psychiatry, behavioral health and primary care integration, a community education campaign, and enhanced addiction treatment services. The hospitals also partnered with local schools to develop school-based case management and therapy services.

### Key Transformation Achievements:

- Improved documentation of behavioral health needs
- Instituted new staffing models or processes to integrate behavioral health and medical care
- Enhanced relationships with community partners through embedded staff and/or other shared team model

**33%**

reduction in ED revisits

**489**

high-risk students and families served at four schools equipped with new school-based care coordinators addressing unmet behavioral health needs and access to services

“As an ED nurse, I am not trained specifically in behavioral health and rely on the CHART staff to assist with complex behavioral health patients. Their experience in intervention, care plan development, assessment of needs, and de-escalation is invaluable in the ED setting.”

- ED Nurse

### Patient Story



A patient with behavioral health needs presented in the ED.



Upon initiating discharge planning this patient declined further CHART support, indicating that they wanted to search for treatment without CHART assistance.



The CHART team reached out to the patient again post-discharge and found that the patient was experiencing challenges obtaining health insurance and getting a placement in a residential treatment center.



CHART staff helped to expedite the patient's MassHealth enrollment application and successfully placed the patient in a residential treatment program.

### 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).