

# Heywood and Athol Memorial Hospitals

WORCESTER COUNTY



**\$3.3M**

TOTAL PROJECT COST

**\$2.9M**

HPC AWARD

## Target Population & Aims

### TARGET POPULATION

Patients identified by one or more of the following:

- ED patients with a behavioral health diagnosis
- Youth and families of the Gardner and Athol/Royalston school systems with behavioral health needs

**5,500**

ED visits per year

**933**

children and families

### PRIMARY AIM

Reduce 30-day ED revisits by

**10%**

### SECONDARY AIM

Increase referrals to behavioral health school-based services by

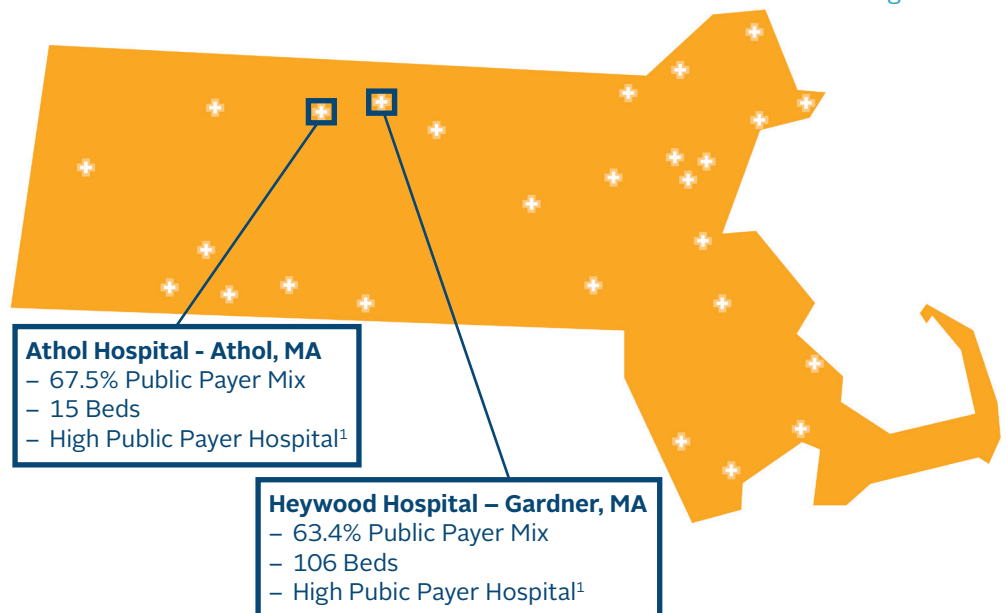
**20%**

## Summary of Award

With the primary goal of reducing 30-day Emergency Department (ED) revisits by 10%, Heywood and Athol Memorial Hospitals launched a set of initiatives designed to expand behavioral health navigation services in North Central Massachusetts. The model includes an ED-based complex care team that provides intensive case management, behavioral health navigation, peer mentorship, and engagement with community health workers. Beyond the ED, the CHART initiative increased tele-psychiatry access, behavioral health integration in the primary care setting, a comprehensive community education campaign, enhanced addiction treatment services, and school-based case management and therapy services. To ensure patients receive comprehensive coordinated care, Heywood and Athol Memorial Hospitals offer continued community collaboration through the Regional Behavioral Health Collaborative in partnership with HealthAlliance Hospital.

CHART “adds a new focus to mental health that otherwise might not be addressed in the ED. There is a large population that...[without this program] wouldn’t receive mental health services at all during an ED visit. We’re capturing a population and providing assistance that may be overlooked by strict medical protocol.”

- CHART Patient 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](http://www.mass.gov/hpc) or follow us on Twitter @Mass\_HPC.

1. Source: Center for Health Information and Analysis, 2017.