

## CARE MODEL

Boston Medical Center (BMC) developed the High Touch, High Trust (HT2) initiative to provide care coordination and patient navigation services in BMC's large safety-net hospital emergency department (ED). Patients are identified through their utilization history and enrolled by research assistants when they present in the ED. The HT2 initiative deploys community health advocates trained by civil legal aides from the Medical Legal Partnership of Boston (MLPB). The community health advocates assess and partner with patients inside and outside of the hospital to identify,

prioritize, and resolve their health-related social needs, including legal-related needs such as utility shut-offs, evictions, domestic violence, benefits assistance, and immigration concerns. The HT2 team assists patients in coordinating and accessing primary care and social services to address their needs and care goals, and collaborates with BMC's Elders Living at Home Program, an initiative focused on supporting unstably housed adults, to coordinate complementary services for patients as needed.

## IMPACT

**\$747K**

HPC AWARD

**\$747K**

TOTAL PROJECT COST

TARGET POPULATION

**Patients with 4 or more ED visits  
in the previous year**

PRIMARY AND SECONDARY AIMS:

**↓ 20%**

ED visits and inpatient  
admissions



**↑ 20%**

improvement in patient  
experience

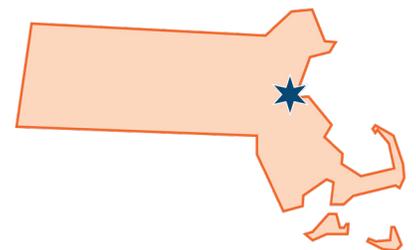


## PARTNERS

- Medical Legal Partnership of Boston



- Elders Living at Home Program



## HCII PATHWAY SUMMARY & HPC BACKGROUND

In 2016, the Massachusetts Health Policy Commission (HPC) launched its \$6.6 million Targeted Cost Challenge Investment (TCCI) pathway of the Health Care Innovation Investment (HCII) Program. The TCCI pathway aims to foster innovation in health care payment and service delivery by supporting promising innovations that address the Commonwealth's most complex health care cost challenges. The ten TCCI initiatives are partnering with more than 60 community organizations to demonstrate rapid cost savings within 18 months by addressing one of the following challenge areas: social determinants of health, behavioral health

integration, post-acute care, serious advancing illness and care at the end of life, and site and scope of care.

The Massachusetts Health Policy Commission (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](http://Mass.gov/HPC). Tweet us @Mass\_HPC.