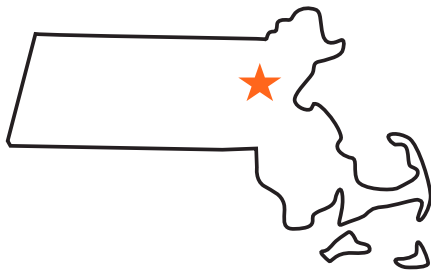


The Community Hospital Acceleration, Revitalization, and Transformation (CHART) Program



Emerson Hospital



Total Investment
\$2,206,635

Phase 1 HPC Investment:
\$202,575

Phase 2 HPC Investment:
\$1,200,000

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

Phase 2 Target Populations: Patients with high inpatient utilization or at high risk of utilization; all patients recently discharged to post-acute care at high risk of readmission

Phase 1 Capacity Building: Emerson Hospital implemented the Emerson Portal to improve data sharing between community physicians and acute care providers at the hospital. This portal allowed for better data sharing and record keeping to improve care coordination.

Phase 2 Care Model: Emerson Hospital refined its internal processes and instituted a multidisciplinary team to provide inpatient care including patient rounding and post-discharge care. Care Dimensions, a home care and assisted living service provider and nursing facility, provided an on-site nurse who assisted with identifying patients who might be appropriate for palliative care or hospice.

Key Transformation Achievements:

- Provided enhanced referrals to address health-related social needs
- Enhanced relationships with community partners through embedded staff and/or other shared team model
- Embraced the use of community health workers and other emerging or expanded professional roles

19%

decrease in readmissions for all patients at high risk of readmission

75%

of patients with high inpatient utilization had fewer hospitalizations in the 6 months after enrolling in CHART

Patient Story



A patient with a history of falls and cognitive impairment presented to the ED.



When the patient returned home, a social worker completed a home visit and found the patient's living conditions unsafe.



The social worker asked a local senior support organization to perform a protective services evaluation.



When the evaluation confirmed that the patient's living situation was unsafe, the CHART staff coordinated a plan to help the patient move in with a relative.

“...[W]e're not just discharging them, but we're going to support them once they get home, or wherever they go, and help them through this transition phase. It's making a big difference in their lives and helping to determine *their* goals of care and what *they* want.”

- Director of Care Management

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).