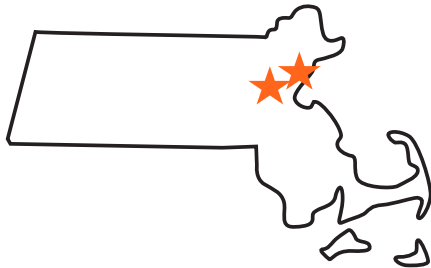


The Community Hospital Acceleration, Revitalization, and Transformation (CHART) Program



Hallmark Health System Joint Award



Total Investment
\$2,772,170

Phase 1 HPC Investment:
\$749,360

Phase 2 HPC Investment:
\$2,466,039

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

Phase 2 Target Population: Patients with high ED utilization

Phase 1 Capacity Building: Hallmark Health System, using hospital-specific awards, developed an intervention to ensure best practices in prescribing opioids, including clinician trainings and clinical practice guidelines for pain management of patients presenting with lower back pain in the ED or at an urgent care center.

Phase 2 Care Model: The Collaborative Outreach and Adaptive Care at Hallmark Health (COACHH) team coordinated care for patients by developing individualized care plans, meeting patients in their homes or communities, medication management and following up after a medical event and/or transition of care. Building trusting partnerships in the community was a key component of the COACHH program.

Key Transformation Achievements:

- Developed and refined ability to conduct near-real-time target population identification
- Developed new modes of communication with community partners
- Spread CHART-driven improvements in care delivery throughout the hospital

30%

reduction in ED utilization in the target population

\$15,000

spent on transportation to send CHART team members into the community to support patients

Patient Story



A patient with a substance use disorder lived far away from the Hallmark Health System hospitals.



The COACHH team met the patient at their primary care provider's office and arranged referrals to housing, medication for addiction treatment, and therapy.



The patient has maintained recovery since beginning treatment and has shown improvements in health and quality of life.

“[The program] demonstrates that providing the right care, with the right team, in the right place can have a profound impact on quality of life and on the efficacy of the health care system.”

- CHART Leadership

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).