

# Harrington Memorial Hospital

WORCESTER COUNTY



**\$2.3M**

TOTAL PROJECT COST

**\$2.1M**

HPC AWARD

## Target Population & Aims

### TARGET POPULATION

Patients with a primary or secondary behavioral health diagnosis in the ED setting

**1,800**

ED visits per year

### PRIMARY AIM

Reduce 30-day ED revisits by

**15%**

### SECONDARY AIM

Reduce ED length of stay by

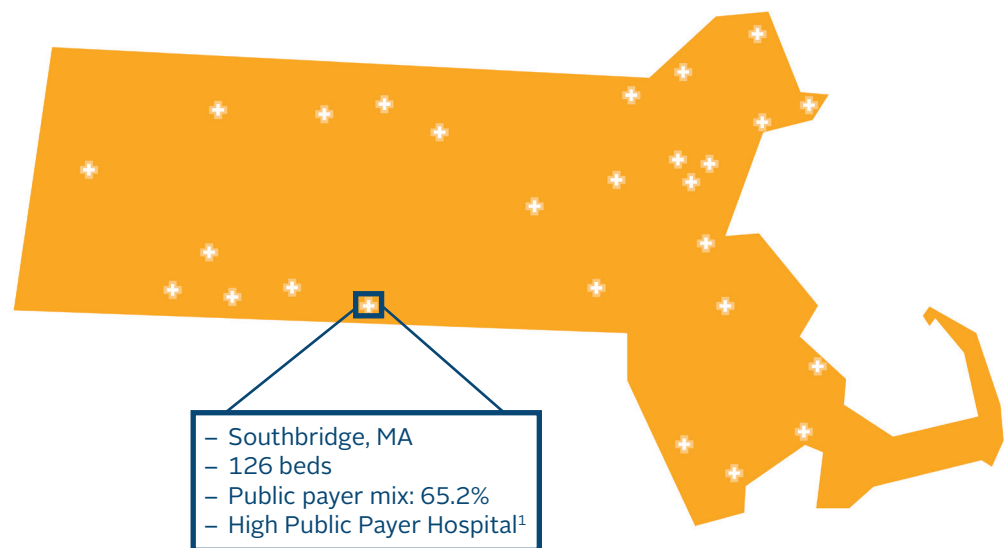
**10%**

## Summary of Award

Harrington Memorial Hospital aims to reduce recurrent Emergency Department (ED) utilization by increasing access to cross continuum care for patients with a behavioral health diagnosis. Behavioral health screening and assessment occurs throughout the hospital and ED and patients are engaged by a multi-disciplinary community outreach team of nurse navigators, social workers, and community health workers. Services include inpatient treatment for patients with co-occurring mental health and substance use disorders, a substance use intensive outpatient program, a partial hospitalization program, intensive follow-up within the community, and transportation to improve access.

## Focus on Substance Use Treatment

Recognizing the disparity in care for patients with substance use disorder, Harrington Memorial Hospital implemented an integrated care model in the ED to screen patients for opioid use disorder, coordinate care with ED clinicians, and help patients engage with substance use and behavioral treatment providers in the community. This model enables caregivers to tailor care to the needs of the patient rather than requiring patients to navigate distinct services, often in a state of vulnerability, without assistance. Patients are identified by an ED clinician, or during an admission connected with a social worker or navigator, and linked to services in the community through warm handoffs and frequent check-ins.



## 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.