

Mercy Medical Center

HAMPDEN COUNTY



\$1.66M

TOTAL PROJECT COST

\$1.3M

HPC AWARD

Target Population & Aims

TARGET POPULATION

ED patients with a primary behavioral health diagnosis

4,200

ED visits per year

PRIMARY AIM

Reduce 30-day ED revisits by

20%

SECONDARY AIM

Reduce ED length of stay by

20%

Summary of Award

Mercy Medical Center, in close partnership with a community-based behavioral health provider (Behavioral Health Network), aims to reduce 30-day Emergency Department (ED) revisits by 20% by improving ED-based behavioral health (BH) services. BH-trained nurses are available 24 hours a day, seven days a week to provide BH clinical care, including medication reconciliation, de-escalation intervention, and care planning in the ED. A community health worker (CHW) is additionally embedded in the ED to support patient transition back to the community. Upon discharge from the ED, Mercy Medical Center coordinates with BHN CHWs to ensure warm handoffs to services and high-touch follow-up, either telephonically or face-to-face. Service intensity is titrated based on patient need.

Community Health Workers

5 Behavioral Health Network (BHN) full time equivalent Community Health Workers (CHWs)

A young male presented to the ED at least 5 times per month, frequently presenting for side effects from heroin use. The CHART team intervened in the ED, connecting him with primary care, outpatient services, and housing. In the past, this patient may have been labeled "difficult;" now, with CHW involvement in his care, he is supported and his caregivers understand his story.

"You don't have to do this alone anymore, we are here for you."

- BHN CHW

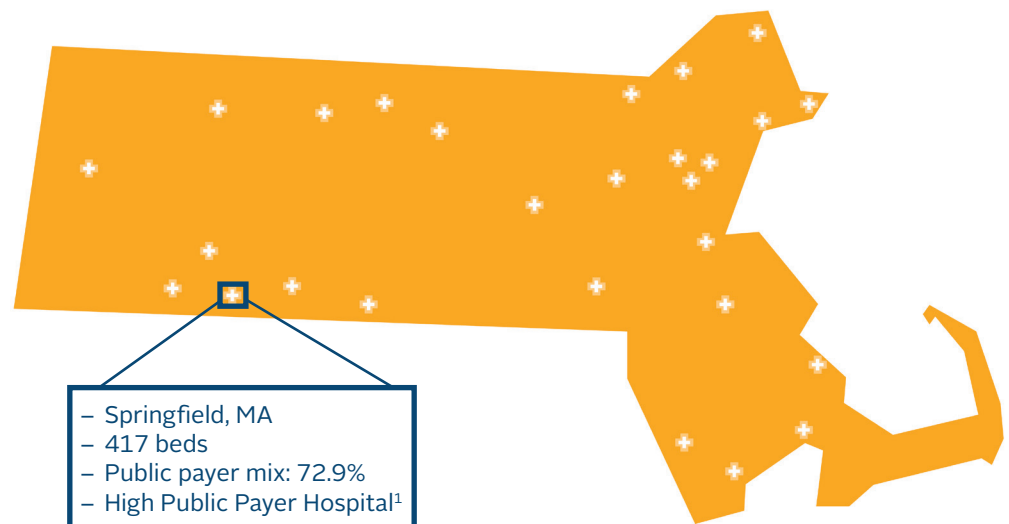


CHART & HPC Background

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 or follow us on Twitter @Mass_HPC.

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