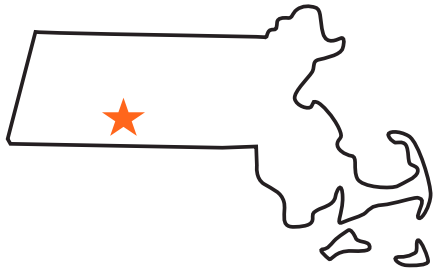


The Community Hospital Acceleration, Revitalization, and Transformation (CHART) Program



Mercy Medical Center



Total Investment
\$1,870,321

Phase 1 HPC Investment:
\$223,134

Phase 2 HPC Investment:
\$1,300,000

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

Phase 2 Target Population: Patients whose behavioral health conditions prompted multiple ED visits

Phase 1 Capacity Building: Mercy Medical Center launched three training programs to enhance quality, safety, and overall improvement efforts among hospital leadership and management.

Phase 2 Care Model: Mercy Medical Center partnered with Behavioral Health Network (BHN), a community-based behavioral health provider, to support patients with behavioral health needs in the Mercy ED. A total of five BHN community health workers were embedded in the Mercy ED and in various community locations to provide facilitated referrals to community-based health and social services. ED nurses with behavioral health training provided medication reconciliation, de-escalation interventions, and care planning.

Key Transformation Achievements:

- Improved documentation of behavioral health needs
- Instituted new staffing models or processes to integrate behavioral health and medical care
- Enhanced relationships with community partners through embedded staff and/or other shared team model

28%

reduction in ED length of stay for patients with a primary behavioral health diagnosis

26%

reduction in target population revisit rate

“[T]he providers really, really appreciated the connection that was made as a result of the CHART program, and really felt like, for the first time...they as clinicians and providers had someone else to go to, to help...patients that had no support.”

- Program Manager

Patient Story



A patient with behavioral health needs visited the ED frequently for medication refills and treatment for anxiety.



A CHART community health worker (CHW) referred the patient to appropriate community providers, including primary care and visiting nurse services.



The CHW also connected the patient to transportation, health insurance, a local bank, food stamps, Social Security benefits, and helped them obtain government-issued photo identification.



The CHW continued to check in with the patient to offer ongoing support.

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).