

SHIFT-CARE CHALLENGE

Steward Health Care Network, Inc.

ADDRESSING HEALTH-RELATED SOCIAL NEEDS



CARE MODEL

Steward Health Care Network (“Steward”) developed a program to more effectively coordinate the medical, behavioral health, and health-related social needs (HRSN) of accountable care organization (ACO) patients with substance use disorders (SUD). The program includes collaboration among behavioral health and primary care providers, community health workers, recovery coaches, and emergency medical services (EMS) providers. Steward social workers identify and enroll eligible patients with SUD diagnoses and documented HRSN. Once the SHIFT team has worked with a patient to develop a care plan, they coordinate appropriate next steps, including social services referrals and transportation to medical appointments. Community partners such as recovery coaches and EMS providers offer supports such as wellness education, recovery outreach, and post-discharge check-ups. One of Steward’s partners in the program, MLPB, provides customized HRSN screening tools and participates in patient case conferences to help address housing and legal needs.

IMPACT

HPC AWARD

\$745K

TOTAL PROJECT COST

\$1.3M

TARGET POPULATION

Steward ACO patients who are eligible for services to treat **SUD** and identified **HRSN**

PRIMARY AIMS

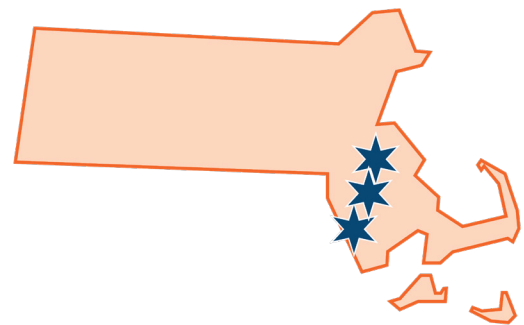
- 6% Reduction of emergency department utilization
- 6% Reduction of future inpatient hospitalizations
- 6% Reduction of total cost of care

SHIFT-CARE CHALLENGE SUMMARY

The SHIFT-Care Challenge is an 18-month, \$10 million investment program supporting Sustainable Healthcare Innovations Fostering Transformation. Launched in 2018, SHIFT-Care has two tracks: one focused on addressing patients’ health-related social needs and improving behavioral health care and the other aimed at expanding opioid use disorder treatment capacity through emergency departments and bridge clinics and facilitating timely follow-up care. The 15 SHIFT-Care awardees are partnering with 40 community organizations to implement strategies to reduce unnecessary hospital acute care utilization and to report other track- and awardee-specific measures.

PARTNERS

- Community Counseling of Bristol County
- High Point Treatment Center
- Steppingstone
- MLPB
- Circulation
- Brewster Ambulance
- Fall River Fire Department
- Steward Good Samaritan Medical Center
- Steward Saint Ann’s Hospital
- Steward Morton Hospital



HPC BACKGROUND

The HPC, established in 2012, is an independent state agency charged with monitoring health care spending growth in Massachusetts and providing data-driven policy recommendations regarding health care delivery and payment system reform. The HPC’s mission is to advance a more transparent, accountable, and innovative health care system through independent policy leadership and investment programs. Visit us at Mass.gov/HPC. Tweet us @Mass_HPC.

As a result of the coronavirus (COVID-19) pandemic, the care models described in these profiles may have been modified to protect the health of patients, health care workers, and communities.