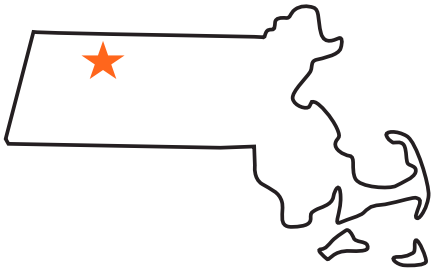


The Community Hospital Acceleration, Revitalization, and Transformation (CHART) Program



Baystate Franklin Medical Center



Total Investment
\$2,510,762

Phase 1 HPC Investment:
\$476,400

Phase 2 HPC Investment:
\$1,569,000

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

Phase 2 Target Population: Patients with high inpatient utilization or behavioral health-related ED utilization

Phase 1 Capacity Building: Baystate Franklin Medical Center connected three primary care practices and three skilled nursing facilities to the Pioneer Valley Information Exchange, a local patient health information system that allowed them to share patient data efficiently with each other and improve care.

Phase 2 Care Model: Baystate Franklin Medical Center's CHART Complex Care Team engaged with patients in the ED, on inpatient floors, in the outpatient setting, and/or at home. In the ED, the team screened patients for health-related social needs and gaps in access to primary care or behavioral health care. By addressing access issues and connecting patients to community-based support services, the team decreased acute utilization.

Key Transformation Achievements:

- Instituted new staffing models or processes to integrate behavioral health and medical care
- Provided enhanced referrals to address health-related social needs
- Developed new modes of communication with community partners

13%

reduction in ED revisits

67%

of eligible patients agreed to participate in the program

"[Our Community Health Worker] is able to lift the burden by being there when [patients] are anxious, finding services, providing transportation, as well as [providing] counseling on the go. He reinforced the mantra for our team, 'do for, do with, and cheer on.'"

-CHART Staff Member

Patient Story



A patient was experiencing housing instability and had a chronic condition that caused frequent hospital admissions for difficulty breathing.



A CHW made a visit to where the patient had been staying.



The CHW identified that the patient was exposed to second-hand smoke in this environment, which was contributing to high ED utilization.



The CHW helped identify another affordable living arrangement that provided a healthier environment and a network of social supports for the patient.

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).