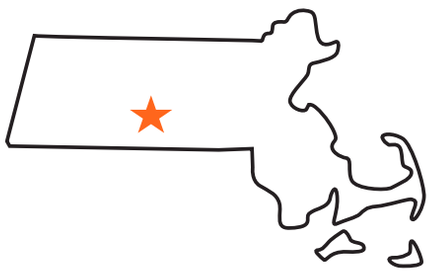
The Community Hospital Acceleration, Revitalization, and Transformation (CHART) Program

MASSACHUSETTS HEALTH POLICY COMMISSION

Baystate Wing Hospital



Total Investment
$2,050,527

Phase 1 HPC Investment:
$357,000

Phase 2 HPC Investment:
$877,600

Phase 2 Focus Area: Reducing inpatient readmissions

Phase 2 Target Population: Patients age 50+ with a life-limiting condition, complex social needs, and/or a behavioral health diagnosis

Phase 1 Capacity Building: Baystate Wing Hospital improved the effectiveness of its electronic health record (EHR) by training staff in quality measure reporting, upgrading to a compliant EHR system, and developing protocols to meet quality measures.

Phase 2 Care Model: The Baystate Wing Hospital CHART intervention included patient engagement during the inpatient stay, post-discharge planning, medication reconciliation, and follow-up home visits by a nurse and a social worker after discharge. This team provided medical and behavioral health assessments, referrals to health care and community services for ongoing support, and follow-up calls.

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 a risk stratification method to target patients in need of intensive services

71% reduction in readmissions

98% of the target population received a follow-up phone call within 48 hours of discharge

> "We can be much more responsive and connect clients to services that they may not be aware of. It is great to feel like we can address such a wide array of need."
>
> - Social Worker

Patient Story

- A patient with a chronic condition was enrolled in CHART post-discharge.
- The patient worked with the CHART team for 30 days, and was told to stay in touch for any ongoing needs.
- When experiencing shortness of breath, the patient called a CHART team member who assessed the patient's symptoms and referred the patient to a primary care provider for treatment, thereby preventing an ED visit.
- As a result of the patient's experience in CHART, the patient now reaches out to the CHART team for help to avoid unnecessary hospital visits.

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).