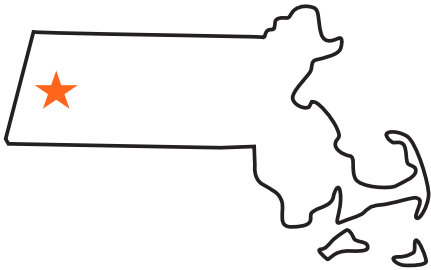


The Community Hospital Acceleration, Revitalization, and Transformation (CHART) Program



Berkshire Medical Center



Total Investment
\$4,068,330

Phase 2 HPC Investment:
\$3,000,000

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

Phase 2 Target Population: All patients discharged to Northern Berkshire County zip codes

Phase 1 Capacity Building: Did not participate in Phase 1

Phase 2 Care Model: Berkshire Medical Center created a multidisciplinary team to develop and implement individual care plans to provide support for patients' medical, behavioral health, and social needs. The multidisciplinary team included a psychiatrist, a dietician, diabetes educators, social workers, advanced practice providers, and community health workers (CHWs), as well as providers treating tobacco and other substance use disorders. The care team created wellness plans for patients with severe persistent mental illness and used patient assistance funds to address patients' health-related social needs (HRSN), including clothing, transportation, and food.

Key Transformation Achievements:

- Developed or adopted new assessments to capture and document health-related social needs
- Instituted new staffing models or processes to integrate behavioral health and medical care
- Developed new modes of communication with community partners

85%

of patients with severe persistent mental illness stabilized after engaging with the program

\$30,000

directed from patient assistance fund to support HRSNs (e.g., transportation, food, temporary emergency housing, medication, clothing)

Patient Story

"I have... learned how important it is to develop a trusting friendship with our patients...Shame is a common locked door, and behind it is often the inability to access basic needs that promote healthy lives."

- Community Health Worker



A patient with early-onset dementia and other chronic conditions was hospitalized and needed assistance accessing community resources upon discharge.



A CHW helped the patient apply for insurance and SNAP benefits, and secured funding to pay for the patient's personal care attendant.



The psychiatrist identified several behavioral health needs.



The team created a treatment plan that included therapy and behavioral health crisis stabilization until the patient's insurance approved coverage of treatment from a community mental health provider.

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).