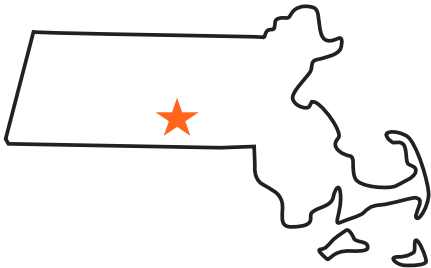


The Community Hospital Acceleration, Revitalization, and Transformation (CHART) Program



Harrington Memorial Hospital



Total Investment
\$2,884,564

Phase 1 HPC Investment:
\$491,600

Phase 2 HPC Investment:
\$2,100,000

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

Phase 2 Target Population: Adult patients with a primary or secondary behavioral health diagnosis who present in the ED

Phase 1 Capacity Building: Harrington Memorial Hospital facilitated health information exchange adoption (i.e., the Mass HIway) for affiliated physician groups and the hospital, with a particular emphasis on behavioral health providers. This enabled patient data sharing and more efficient communication across care settings.

Phase 2 Care Model: Harrington Memorial Hospital developed an integrated model of care for patients with a behavioral health diagnosis. Social workers and patient navigators supported patients through behavioral health screening, treatment, and referral services. Behavioral health clinicians provided evaluations, consultations, service coordination, and short-term treatment to primary care patients with behavioral health needs which improved access, time to intervention, and successful integration into treatment.

Key Transformation Achievements:

- Improved documentation of behavioral health needs
- Instituted new staffing models or processes to integrate behavioral health and medical care
- Provided enhanced referrals to address health-related social needs

42%

decrease in revisits to the ED

2,800

patients enrolled by CHART staff over the 21 months of the program

Patient Story



A patient with behavioral health conditions and a complex social history had been hospitalized several times.



The patient's living arrangement was stressful and unhealthy, and ultimately, the patient became homeless.



The CHART team quickly used patient assistance funds to provide temporary shelter, assisted the patient in obtaining food from local shelters and food pantries, and connected the patient with other community resources.



With the team's assistance, the patient was admitted to a recovery home.

“Today's health care system can be so complex. It is essential to ensure that patients do not 'fall through the cracks' and receive the help that they deserve.”

- CHART Patient Navigator

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).