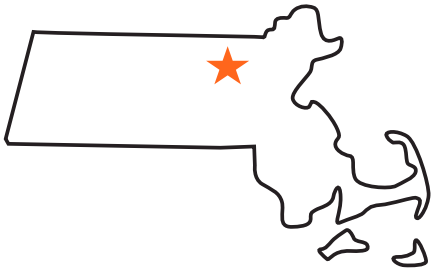


The Community Hospital Acceleration, Revitalization, and Transformation (CHART) Program



HealthAlliance Hospital



Total Investment
\$10,587,802

Phase 1 HPC Investment:
\$410,000

Phase 2 HPC Investment:
\$3,800,000

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

Phase 2 Target Population: Adult behavioral health patients at high risk of revisiting the ED

Phase 1 Capacity Building: To decrease unnecessary behavioral health visits and overall length of stay in the ED, HealthAlliance Hospital partnered with local community providers to develop a care coordination model led by an ED navigator for patients with serious mental illness.

Phase 2 Care Model: HealthAlliance Hospital developed a system for brief screening for behavioral health needs and intensive outreach and care coordination post-discharge. HealthAlliance Hospital partnered with Fitchburg Family Practice to implement weekly huddles to allow for better care coordination for shared patients. HealthAlliance Hospital enhanced its coordination efforts by adding community outreach and home visits when appropriate.

Key Transformation Achievements:

- Developed or adopted new assessments to capture and document health-related social needs
- Improved documentation of behavioral health needs
- Enhanced relationships with community partners through embedded staff and/or other shared team model

1,256

patients enrolled in the program

1,384

referrals for substance use treatment, social supports, and/or temporary shelter or housing

“[O]ne of the greatest values of the CHART program is the fact that it provides advocates for clients whose voices are often unheard or ignored due to the stigma surrounding mental health and substance [use].”

- Behavioral Health Care Manager

Patient Story



A patient with behavioral health conditions had more than 10 ED visits and several hospitalizations in six months.



At the time of enrollment, the patient was unemployed, experiencing homelessness, and without insurance, health care providers, transportation, or social supports.



The CHART team helped connect the patient to insurance and providers, and enrolled the patient in treatment for co-occurring disorders.



The patient achieved sobriety, obtained a new job, began to re-establish old personal relationships, and has not sought care in the ED since.

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).