

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



## Southcoast Hospitals Group Joint Award



**Total Investment**  
\$1,195,925

**Phase 1 HPC Investment:**  
\$1,183,357

**Phase 2 HPC Investment:**  
\$7,500,000

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

**Phase 2 Target Population:** Patients with high ED or inpatient utilization

**Phase 1 Capacity Building:** Southcoast Hospitals Group was funded by hospital-specific awards in CHART Phase 1. Three funded hospitals aimed to reduce the need for acute care, improve management of chronic diseases, and improve care management.

**Phase 2 Care Model:** Through an investment in St. Luke's Hospital, Charlton Memorial Hospital, and Tobey Hospital, Southcoast Hospitals Group staffed multidisciplinary care teams including a social worker, nurse case manager, community health workers, clinical pharmacist, community resource specialist, and a diabetes educator. The teams provided intensive medical and behavioral health services, linkages to outpatient treatment providers, palliative care, diabetes education, and assistance accessing social services support.

### Key Transformation Achievements:

- Developed new modes of communication with community partners
- Incorporated CHART program components into strategies for value-based care participation
- Spread CHART-driven improvements in care delivery throughout the hospital

**2,844**

patients served by the program

**30%**

reduction in readmissions for St. Luke's Hospital's target population patients

“Because of work in their community, we've seen some patients far less... I can think of half-a-dozen ED patients I don't see any more.”

- Social Worker Team Leader

### Patient Story



A patient frequently visited the ED for intravenous pain medications, with more than 150 visits in three years.



The CHART team learned that the patient had stopped going to primary care appointments and was experiencing stress at home.



The team connected the patient with a new primary care provider, arranged counseling, and provided brief support and education. They also created an ED advisory care plan for when the patient returned to the ED.



The patient's number of ED visits decreased significantly.

### 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).