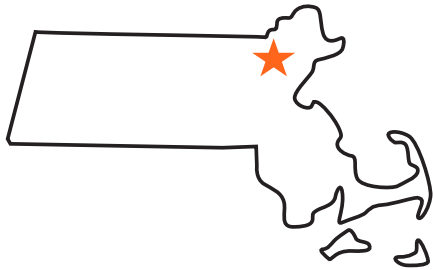


# The Community Hospital Acceleration, Revitalization, and Transformation (CHART) Program



## Lowell General Hospital



**Total Investment**  
\$2,741,455

**Phase 1 HPC Investment:**  
\$497,900

**Phase 2 HPC Investment:**  
\$1,000,000

**Phase 2 Focus Area:** Reducing inpatient readmissions

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

**Phase 1 Capacity Building:** Lowell General Hospital implemented a direct messaging solution with a local community family medicine practice, as well as 65 electronic hubs in affiliated community practices, as part of a broad strategy to simplify and accelerate the exchange of health information and build the foundation for population health.

**Phase 2 Care Model:** Lowell General Hospital's CHART team leveraged partnerships in the community to improve care coordination, address social determinants of health, and screen for palliative care needs. Through the development of a care transitions program, the CHART team provided care transition coaching, comprehensive care planning by a multidisciplinary team, follow-up support post-discharge, and medication adherence services. The team followed patients for 90 days or more post-discharge.

### Key Transformation Achievements:

- Embraced the use of CHWs and other emerging or expanded professional roles
- Incorporated CHART program components into strategies for value-based care participation
- Developed new modes of communication with community partners



downward trend in readmissions

1,359

inpatient high utilizers enrolled in the program

“As a nurse, the experience with CHART has been unique as it provided me the opportunity to assess how social factors influence a person’s health care and self-management.”

- Nurse Manager

### Patient Story



A CHW conducted a home visit with an older adult patient with head and neck cancer.



The CHW identified that the patient did not have regular follow-up with community providers due to difficulty speaking and scheduling appointments by phone and identified the need for homemaking assistance.



The CHW assisted with communication to providers and advocated for an increase in homemaking hours.



The patient remained at home following the support from the CHART team.

### 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).