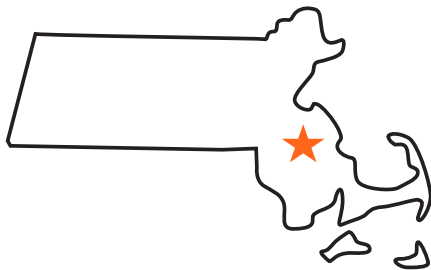


The Community Hospital Acceleration, Revitalization, and Transformation (CHART) Program



Signature Healthcare Brockton Hospital



Total Investment
\$4,273,542

Phase 1 HPC Investment:
\$432,237

Phase 2 HPC Investment:
\$3,500,000

Phase 2 Focus Area: Reducing inpatient readmissions; reducing emergency department (ED) length of stay

Phase 2 Target Populations: Patients with or at risk for high ED or inpatient utilization; and patients with low acuity ED visits

Phase 1 Capacity Building: Signature Healthcare Brockton Hospital developed a five-year master plan for achieving high organizational reliability, and added a tool to its electronic health record system to measure and alert clinicians to declines in patients' health statuses.

Phase 2 Care Model: Signature Healthcare Brockton Hospital identified patients at high risk for readmission (prospectively and in real time) to receive services from a multidisciplinary Complex Care Team (CCT). The CCT provided cross-setting services in the ED, hospital, skilled nursing facilities, and at home that included care planning, case management, rescue planning, palliative care, and medication reconciliation.

Key Transformation Achievements:

- Developed or adopted new assessments to capture and document health-related social needs
- Provided enhanced referrals to address health-related social needs
- Enhanced relationships with community partners through embedded staff and/or other shared team model

20%

reduction in patient harm for all admissions and ED visits as measured by the patient harm composite scale

24%

reduction in readmission rates for enrolled patients during the program

“[W]hen the team works together with patients, the treatment plans are stronger and can meet the complex social and psychological needs of the patients.”

- Nurse Case Manager

Patient Story



A community health worker contacted a patient with chronic obstructive pulmonary disease post-discharge and conducted a follow-up home visit.



A pharmacist helped the patient obtain inhalers at a reduced cost, and the program provided cab transportation to pick up the prescription.



The team reconnected the patient's Life Line and after continued weekly visits, convinced the patient to start oxygen at home.

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).