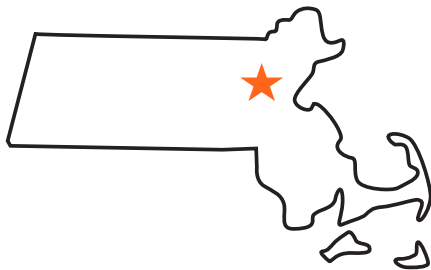


The Community Hospital Acceleration, Revitalization, and Transformation (CHART) Program



UMass Memorial- Marlborough Hospital



Total Investment
\$1,563,436

Phase 2 HPC Investment:
\$1,200,000

Phase 2 Focus Area: Reducing inpatient readmissions

Phase 2 Target Population: Patients with high inpatient or emergency department (ED) utilization

Phase 1 Capacity Building: Did not participate in Phase 1

Phase 2 Care Model: The UMass Memorial-Marlborough Hospital CHART program was focused on providing intensive care management services for high utilizers and their families to help connect them to community-based services and avoid the need for acute care services. The program's social workers and mental health counselors conducted home visits and home safety assessments, made referrals to resources in the community, and served as liaisons between service providers and patients' families. The CHART team also provided dietary education, medication education, and substance use counseling.

Key Transformation Achievements:

- Instituted new staffing models or processes to integrate behavioral health and medical care
- Provided enhanced referrals to address health-related social needs
- Developed new modes of communication with community partners

16%

reduction in readmissions

96%

of eligible patients were served by the CHART program in 2017

Patient Story



A patient living in a skilled nursing facility due to a disability presented to the ED with suicidal ideation.



The team discovered that the patient had a previous connection to the Department of Mental Health (DMH) and reconnected the patient to DMH services.



The patient received DMH support weekly, journaled, and maintained communication with the CHART social worker.



The patient did not visit the ED after engaging with the CHART team and re-establishing a connection to DMH support.

“It has been a tremendous opportunity to define a need, create a program, and demonstrate outcomes which demonstrate that a focus on the community rather than the hospital is the most effective way to coordinate care for patients.”

- CHART Staff Member

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).