

SHIFT-CARE CHALLENGE

Boston Medical Center

ADDRESSING HEALTH-RELATED SOCIAL NEEDS



CARE MODEL

Boston Medical Center (BMC) developed THRIVE+, a program to systematically screen for and address health-related social needs (HRSN) among patients at risk of high acute care utilization enrolled in an existing pharmacy program focused on medication adherence. THRIVE+ is a partnership with Action for Boston Community Development (ABCD), a community-based human services organization that provides housing services, adult education, job training, early childhood education, and other services. A pharmacy liaison dually trained as a patient navigator and pharmacy technician screens for and addresses HRSN while promoting medication adherence and ambulatory care engagement. Liaisons help patients overcome identified barriers to care through motivational interviewing, patient education, assistance with making and attending appointments, and connection to social support, transportation, interpreter, and childcare services. The liaisons work directly with ABCD and other community-based organizations to coordinate patients' receipt of resources.

IMPACT

HPC AWARD

\$542.9K

TOTAL PROJECT COST

\$724K

TARGET POPULATION

Top 3-10% of health care utilizers in BMC's attributed ACO population

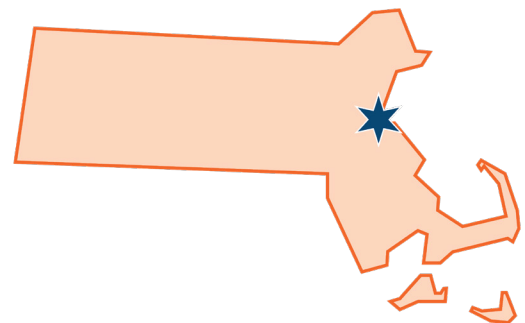
PRIMARY AIM

10% Reduction in inpatient hospitalizations and emergency department visits

PARTNERS



– Action for Boston Community Development



SHIFT-CARE CHALLENGE SUMMARY

The SHIFT-Care Challenge is an 18-month, \$10 million investment program supporting Sustainable Healthcare Innovations Fostering Transformation. Launched in 2018, SHIFT-Care has two tracks: one focused on addressing patients' health-related social needs and improving behavioral health care and the other aimed at expanding opioid use disorder treatment capacity through emergency departments and bridge clinics and facilitating timely follow-up care. The 15 SHIFT-Care awardees are partnering with 40 community organizations to implement strategies to reduce unnecessary hospital acute care utilization and to report other track- and awardee-specific measures.

HPC BACKGROUND

The HPC, established in 2012, is an independent state agency charged with monitoring health care spending growth in Massachusetts and providing data-driven policy recommendations regarding health care delivery and payment system reform. The HPC's mission is to advance a more transparent, accountable, and innovative health care system through independent policy leadership and investment programs. Visit us at Mass.gov/HPC. Tweet us @Mass_HPC.

As a result of the coronavirus (COVID-19) pandemic, the care models described in these profiles may have been modified to protect the health of patients, health care workers, and communities.