

SHIFT-CARE CHALLENGE

Harrington Memorial Hospital

IMPROVING OPIOID USE DISORDER CARE



CARE MODEL

Harrington Memorial Hospital (Harrington) expands access to opioid use disorder (OUD) treatment by implementing a workflow for emergency department (ED) clinicians and staff to screen and assess patients who present to the ED with opioid withdrawal, overdose, or OUD. Typically, a recovery specialist, social worker, or nurse identifies eligible patients through a live update from the electronic medical record, though ED clinicians can also identify patients and contact the SHIFT-Care team for intake. Harrington clinicians conduct medical, social, and behavioral health evaluations, and eligible patients can either be administered buprenorphine in the ED or prescribed a take-home dose. After discharge, a substance use disorder therapist and a patient navigator follow-up with patients to ensure that they have access to appropriate social and medical services by providing care coordination, individualized engagement and support, and assistance resolving barriers to treatment (e.g., unstable housing, transportation, childcare). Harrington also has dedicated psychiatrists available to provide immediate follow-up after a patient is discharged from the ED and continue the patient on buprenorphine. Harrington is also expanding its capacity to provide MAT by training and supporting ED clinicians pursuing waivers to prescribe buprenorphine with financial support and incentives. The Harrington program builds upon an existing, successful relationship with the Southbridge Police Department that links patients who experience overdose but decline transport to the ED with a Harrington recovery specialist.

IMPACT

HPC AWARD

\$487K

TOTAL PROJECT COST

\$654K

TARGET POPULATION

Adult patients who present to the ED with opioid withdrawal, overdose, or OUD

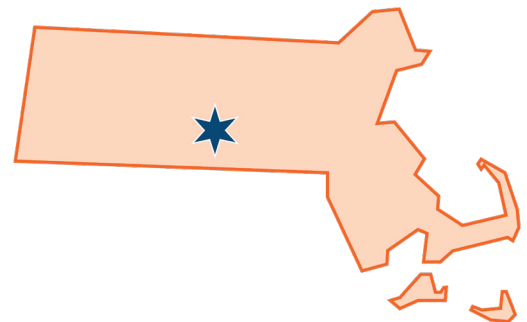
PRIMARY AIM

20% Reduction in ED visits

PARTNERS



- Harrington Hospital Outpatient Behavioral Health Services
- Southbridge Police Department



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.