

SHIFT-CARE CHALLENGE

Holyoke Health Center

IMPROVING BEHAVIORAL HEALTH



CARE MODEL

Holyoke Health Center (HHC), in collaboration with Behavioral Health Network (BHN), developed a program to integrate treatment for mild to moderate mental health issues into primary care settings. Primary care teams use the Patient Health Questionnaire-9 screening tool to identify patients who would benefit from behavioral health support. Embedded behavioral health providers conduct an additional patient assessment during primary care visits. The SHIFT-Care team also reviews BHN and HHC's psychiatric clinic patient panels to identify eligible patients who would benefit from additional behavioral health support. During an initial encounter, a community health worker (CHW) administers the Arizona Self-Sufficiency Matrix to inform care plan development. CHWs may also provide counseling to support adherence to treatment, address health-related social needs, and resolve barriers to care.

IMPACT

HPC AWARD

\$565K

TOTAL PROJECT COST

\$887K

TARGET POPULATION

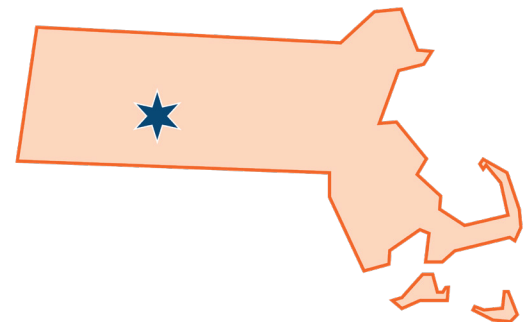
Non-ACO HHC patients with a psychiatric diagnosis

PRIMARY AIM

30% Reduction of readmissions

PARTNERS

– Behavioral Health Network



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](https://www.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.