

## SHIFT-CARE CHALLENGE

# Holyoke Medical Center

IMPROVING OPIOID USE DISORDER CARE



## CARE MODEL

Holyoke Medical Center (HMC)'s program expands access to opioid use disorder (OUD) treatment by engaging patients with OUD who come to the emergency department (ED), inpatient or outpatient settings, or are identified through referrals from local courts and jails. Social workers trained to evaluate substance use disorders provide brief interventions and assess patients' eligibility for the program. A psychiatric advanced care practice nurse with a waiver to prescribe buprenorphine evaluates eligible patients and, if appropriate, prescribes medication for addiction treatment or refers patients to next-day follow-up at HMC's Comprehensive Care Center (CCC). The CCC offers open walk-in hours and does not require a referral for treatment, both of which ease access for patients. Patients can also seek mental health services at River Valley Counseling Center, co-located in the CCC office. The Gándara Center, a peer recovery support center, staffs evening hours in the ED with peer recovery coaches with lived experience with substance use disorders who help patients navigate medical, behavioral health, and social services. Patients in the program are assigned a nurse navigator who can coordinate appointments with primary care providers, help patients enroll in withdrawal management services, and refer to methadone clinics and counseling.

## IMPACT

HPC AWARD

**\$750K**

TOTAL PROJECT COST

**\$1.2M**

TARGET POPULATION

**Adult patients who present to the Holyoke ED with primary or secondary diagnoses of OUD and/or a positive OUD screen**

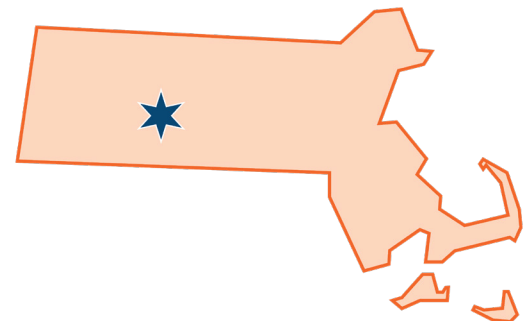
PRIMARY AIM

**20%** Reduction in ED visits

## PARTNERS



- Gándara Center
- HMC Comprehensive Care Center
- River Valley Counseling Center
- Providence Behavioral Health Hospital
- Hampden County Sheriff's 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](http://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.*