

## SHIFT-CARE CHALLENGE

# UMass Memorial Medical Center

## IMPROVING OPIOID USE DISORDER CARE



### CARE MODEL

The UMass Memorial Medical Center (UMMMC) program expands access to opioid use disorder (OUD) treatment by introducing a bridge clinic to the hospital and providing services for patients, specifically those who present to the emergency department (ED) with OUD. ED physicians and staff identify eligible patients and connect them with social workers, recovery coaches, psychiatric consultants, and prescribers of medication for addiction treatment (MAT) who support them in accessing hospital and community-based services while continuing MAT. Eligible patients have access to MAT through the ED or the bridge clinic and are subsequently referred to local outpatient provider partners to increase the likelihood that they will stay in recovery. The UMMC program continues to explore opportunities for process improvement in caring for patients with OUD through collaborations with community-based providers, city and state programs with similar objectives, departments and programs of UMHC, and the academic endeavors of UMMS.

### IMPACT

HPC AWARD

**\$750K**

TOTAL PROJECT COST

**\$1.1M**

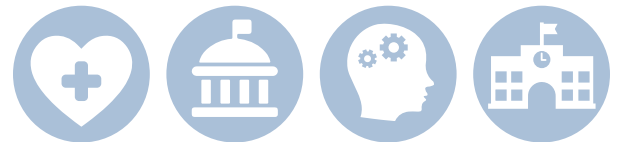
TARGET POPULATION

**Adult patients who present to the ED with OUD**

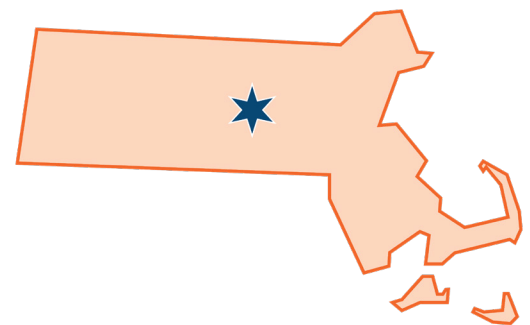
PRIMARY AIM

**25%** Reduction in ED revisits

### PARTNERS



- Community Healthlink
- AdCare Hospital
- UMass Medical School
- UMass Memorial Medicare ACO
- Department of Health and Human Services: City of Worcester



### 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://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.*