

Hallmark Health System

MEDFORD AND MELROSE, MA

\$355,899

Melrose-Wakefield Hospital

AWARD EXPENDED

\$330,545

Lawrence Memorial Hospital

AWARD EXPENDED

As with so many areas across the Commonwealth, the communities served by Hallmark Health System are struggling with an epidemic of opioid addiction and abuse; the health system's most recent community health needs assessment prioritized substance use disorder as the primary health concern for this area. In CHART Phase 1, Hallmark Health focused on addiction prevention and treatment by overhauling the prescribing of pain medication in the emergency department. Hallmark Health developed standardized clinical practice guidelines for pain management patients presenting with lower back pain in the Lawrence Memorial and Melrose-Wakefield Hospitals' emergency departments and the system's urgent care centers. These guidelines required physicians to document clinical necessity for ordering radiology imaging and prescribing opioids. The guidelines also mandated the use of the Massachusetts Prescription Drug Monitoring Program (MA PMP), an online database that tracks the prescribing and dispensing of controlled substances. Additionally, Hallmark Health System trained its providers on substance use disorders, pain management, and alternatives to opioid prescribing.

CAPABILITY AND CAPACITY BUILDING

The goal of the CHART Phase 1 award was to create an intervention geared towards physicians to ensure best practices in the prescribing of opioids; training providers on substance use, pain management, and alternatives to opioid use; increasing the use of the MA PMP; decreasing radiology imaging for patients with back pain; and enhancing communication between primary care providers and emergency department physicians.

Adherence to guideline protocols was tracked by individual physicians and trended week-over-week to monitor compliance. Opioid prescription use decreased by 26% from baseline at Melrose-Wakefield Hospital and by 43% at Lawrence Memorial Hospital, and use of the MA PMP increased from 2.2% at baseline to 36% at Melrose-Wakefield and from 1.4% at baseline to 60% at Lawrence Memorial for patients with lower back pain who received an opioid prescription.

Percentage of physicians at Lawrence Memorial and Melrose-Wakefield Hospitals utilizing the Prescription Drug Monitoring Program database

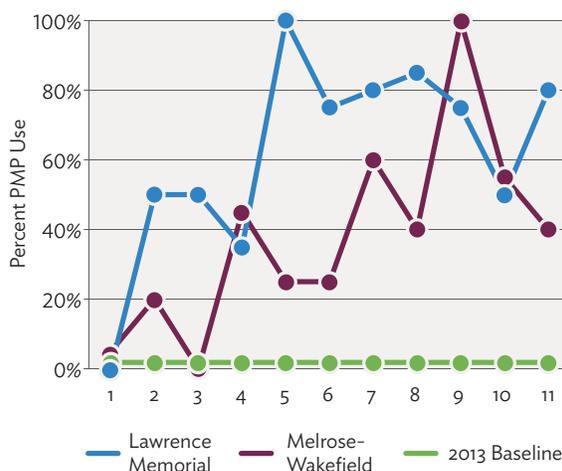


CHART PHASE 2 AWARD

Melrose-Wakefield and Lawrence Memorial Hospitals received a joint award in CHART Phase 2 to enhance care and reduce utilization of patients with behavioral health conditions. These CHART Phase 2 initiatives will directly draw upon Hallmark's CHART Phase 1 successes in reducing opioid prescriptions and enhancing emergency department care protocols.