

# Southcoast Charlton Memorial Hospital

FALL RIVER, MA

**\$311,493**

AWARD EXPENDED

With the goal of improving population health by way of identifying patients as high-risk and supporting them through care management services, Southcoast Charlton Memorial Hospital hired three registered nurse care managers and embedded them within three primary care practices to coordinate care for the hospital's highest risk patients. In addition, the hospital leveraged Medicare Shared Savings Program claims data to identify its highest risk patients to more efficiently deploy care management services.

## RAPID-CYCLE PILOT

**150**

PATIENTS ENGAGED IN CARE MANAGEMENT.

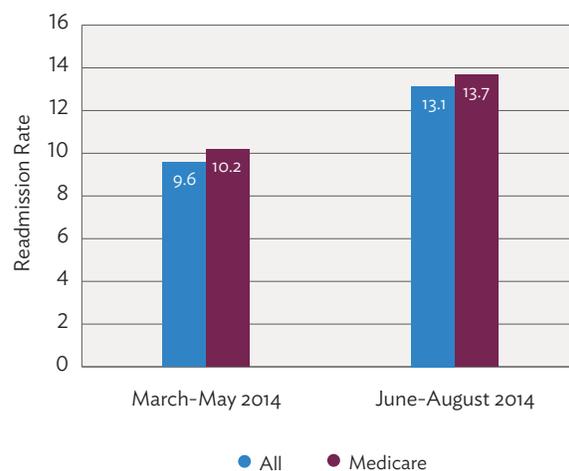
**369**

ENCOUNTERS WITH A REGISTERED NURSE.

The goal of the care management program was to transform care coordination beyond the hospital by embedding care managers into three Southcoast primary care physician practices. Southcoast Charlton Memorial Hospital developed workflows to use clinical criteria from the electronic medical record disease registry to flag the patients' electronic medical records and on the daily appointment schedule.

Charlton Memorial reported a quarterly readmission rate. Grouping the data points in quarters did not allow Charlton Memorial to trend this data over for CHART Phase 1. The hospital had challenges reporting on self-proposed metrics.

Quarterly readmission rate



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## PLANNING

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The goal of Charlton Memorial's planning initiative was to build infrastructure to be able to rapidly identify high-risk patients to engage them in care management services.

Southcoast successfully implemented a new population health analytics tool to be used to assess claims data. However, the Medicare Shared Savings Plan claims anticipated by Southcoast were delayed during CHART Phase 1. Once the data were received, questions about data integrity further delayed their use. Southcoast Charlton Memorial Hospital is now using these data to create reports for population health management, including reports for the Care Management department used to prioritize patients for outreach and engagement in comprehensive population health management services.

### **CHART PHASE 2 AWARD**

The three hospitals in Southcoast Health System collectively received a CHART Phase 2 joint award to enhance care for patients with behavioral health conditions and high utilizers. Specifically, Southcoast will focus on reducing emergency department revisits for behavioral health patients, and reducing 30-day readmissions for inpatient high utilizers. These complex programs will draw from CHART Phase 1 activities, including utilization of the Southcoast Asset Map of community providers as well as operational insights from experiences in CHART Phase 1 pilots.