

Southcoast St. Luke's Hospital

NEW BEDFORD, MA

\$294,313

AWARD EXPENDED

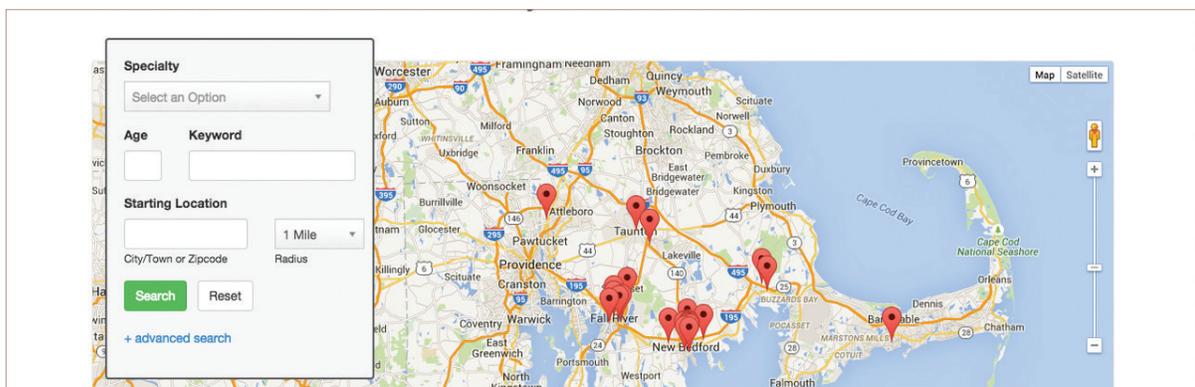
In order to properly coordinate care for their patients, hospitals must be aware of supportive medical, behavioral, and social services resources available to patients in their communities; further, hospitals must have mechanisms and protocols to connect patients with these services. Southcoast St. Luke's Hospital reviewed behavioral health and social service community resources in order to identify gaps in referrals to inpatient and outpatient services in its catchment area. With the goal of bridging these gaps, particularly with regard to behavioral health, Southcoast St. Luke's Hospital created an electronic, publicly available asset map to assist in identifying resources, enabling communication among care settings, and connecting patients to those resources.

CAPABILITY AND CAPACITY BUILDING

The goal of the asset map was to increase communication among providers, better link regional behavioral health services, and facilitate better coordination of care and improved access to inpatient and outpatient services.

Southcoast St. Luke's Hospital gathered data from more than 100 community partners to be included in its resource locator. It took a large amount of work, dedicated time, and iterations to decide what information to collect and to develop the asset map. This level of effort may not be easily replicable. Southcoast Health has committed to sustaining this work by adding two community benefit coordinators to their community benefits department to ensure proper distribution and updating of the asset map and to work with community partners on identified service gaps.

Behavioral health and community resource locator screenshot



PLANNING

The goal of the planning component was to develop a blueprint for the operations of a medication management clinic to support patients prescribed psychotropic medications.

Southcoast St. Luke's Hospital surveyed 132 patients with a primary psychiatric complaint or patients who presented with a chief medical complaint and were identified as having a co-morbid mental health condition in its emergency department while planning for the medication clinic and found that 14.4% of patients did not have a primary care physician, while 24.4% of patients were prescribed psychotropic drugs by a primary care provider. Having identified high prescription rates in primary care settings, St. Luke's changed its plan from developing a free-standing medication clinic to integrating services into a primary care office. This change added complexity to the planning work, with the addition of primary care practices as new stakeholders, but the team felt this model would better serve patients' needs.

Psychotropic medication problems identified

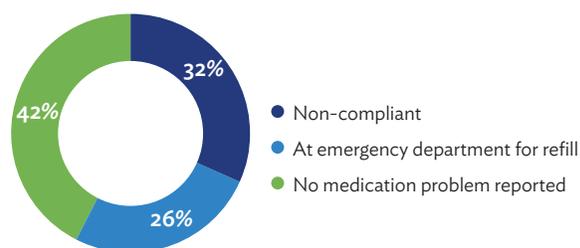


CHART PHASE 2 AWARD

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.