

Multi-Visit Program (MVP)

About Bartlett Regional Hospital

Bartlett Regional Hospital

Bartlett Regional Hospital is a small community hospital in rural Juneau, Alaska, with 57 beds and

an adjacent long-term care facility that serves 67 residents. Located in a region accessible only by boat or airplane, the hospital serves a diverse population, including Alaska Natives and Pacific Islanders, as well as travelers from all over the world.

Multi-Visit Program (MVP)

In the early 2000s, Bartlett Regional Hospital launched its Multi-Visit Program (MVP) to support the case management of vulnerable patients who were visiting the emergency department up to 20 times per month. To determine the most effective way to serve the population, the hospital collaborated with behavioral health partners, the local fire department, doctors and community organizations to understand why patients visited the emergency department so frequently and to identify the best ways to support them. Once the MVP initiative was implemented, visits by the most vulnerable patients dropped to four or five times per month.

The hospital uses data tracking for patients in the MVP program to understand their care needs and provide resources, such as mobile integrated care, to reduce readmissions.

Program Results

According to the chief quality and compliance officer at Bartlett Regional Hospital, the MVP is helping tackle the needs of their community's most vulnerable patients and making a difference in their lives by keeping them out of the hospital setting and meeting basic societal needs. Bartlett has been able to identify whether an emergency department patient was returning so frequently because they were hungry or lacked housing, for example. The Bartlett team then worked with local partners to address those patient needs outside in the community.

Bartlett Regional Hospital's leadership recognizes that, even with limited funding, this program can be replicated in other rural communities with few resources. Data from the MVP have demonstrated that patient-centered community discussions can clarify care needs, leading to lower hospital admissions and making a measurable difference in the lives of vulnerable populations.

