

MassHealth Delivery System Reform Incentive Payment Program Midpoint Assessment

ACO Report:

Merrimack Valley ACO in partnership with Always
Health Partners

(AHP MVACO)

Report prepared by The Public Consulting Group: December 2020



PUBLIC
CONSULTING GROUP

TABLE OF CONTENTS

DSRIP MIDPOINT ASSESSMENT HIGHLIGHTS & KEY FINDINGS	3
List of Sources for Infographic	4
INTRODUCTION	5
MPA Framework	5
Methodology.....	7
ACO Background.....	7
SUMMARY OF FINDINGS.....	8
FOCUS AREA LEVEL PROGRESS	8
1. Organizational Structure and Engagement.....	9
On Track Description	9
Results.....	9
Recommendations	10
2. Integration of Systems and Processes	11
On Track Description	11
Results.....	12
Recommendations	14
3. Workforce Development	15
On Track Description	15
Results.....	15
Recommendations	16
4. Health Information Technology and Exchange.....	18
On Track Description	18
Results.....	18
Recommendations	19
5. Care Coordination and Care Management.....	20
On Track Description	20
Results.....	21
Recommendations	23
6. Population Health Management	25
On Track Description	25
Results.....	25
Recommendations	27
Overall Findings and Recommendations.....	29
APPENDIX I: MASSHEALTH DSRIP LOGIC MODEL	30

APPENDIX II: METHODOLOGY	31
Data Sources	31
Focus Area Framework.....	32
Analytic Approach	33
Data Collection.....	33
ACO Practice Site Administrator Survey Methodology	33
Key Informant Interviews	35
APPENDIX III: AHP MVACO PRACTICE SITE ADMINISTRATOR SURVEY RESULTS	36
Focus Area: Organizational Structure and Engagement	36
Focus Area: Integration of Systems and Processes.....	37
Focus Area: Workforce Development.....	39
Focus Area: Health Information Technology and Exchange	39
Focus Area: Care Coordination and Care Management	39
Focus Area: Population Health Management	41
General Questions	42
APPENDIX IV: ACRONYM GLOSSARY	44
APPENDIX V: ACO COMMENT	46

DSRIP Midpoint Assessment Highlights & Key Findings

Merrimack Valley ACO in partnership with Allways Health Partners (AHP MVACO)



Model A ACO

AHP MVACO is a MassHealth Accountable Care Partnership Plan (ACPP), a “Model A” ACO, and is also known as My Care Family.

An ACPP is a partnership between a single health plan and a provider-led ACO that receives monthly capitated payments from MassHealth, based on enrollment and member risk scores, and takes on full insurance risk for the population.

SERVICE AREA



DSRIP ATTRIBUTION AND FUNDING

2017 (Jul to Dec)	34K members	\$4.7M
2018	34K members	\$8.6M
2019	32K members	\$6.4M

POPULATIONS SERVED

- ▶ The population is mostly at a low socioeconomic status and health literacy is an issue.
- ▶ Approximately three-quarters of the population in Lawrence identify as Hispanic.
- ▶ Prevalent conditions include diabetes, asthma, cardiac conditions, and substance use disorder. Heroin use has been identified as a major issue in the service area.

FOCUS AREA

IA FINDINGS

Organizational Structure and Engagement	● On Track	
Integration of Systems and Processes	● On Track	
Workforce Development	● On Track	● Limited Recommendations
Health Information Technology and Exchange	● On Track	● Limited Recommendations
Care Coordination and Care Management	● On Track	
Population Health Management	● On Track	

IMPLEMENTATION HIGHLIGHTS

- Bilingual community health workers serve as the ACO’s “eyes and ears” of the care team, working as member navigators and peer health coordinators, accompanying members to appointments and meeting members in schools, bodegas, food pantries, shelters, and other locations. Community health workers also conduct care needs screenings, in-home assessments, and communicate the need for further assessments or interventions to the CP care managers and care team.
- The ACO has partnered with local agencies to hold free monthly produce mobile markets to members and community members since 2016.
- Nearly all practice sites across the ACO reported that performance reports on quality are received and shared with physicians regularly and that one-on-one reviews and feedback are a key mechanism through which performance management occurs.

A complete description of the sources can be found on the reverse/following page.

LIST OF SOURCES FOR INFOGRAPHIC

Service area maps	<p>Blue dots represent ACO primary care practice site locations as of 1/1/2019.</p> <p>Shaded area represents service area as of 7/1/2019.</p> <p>Service areas are determined by MassHealth by member addresses, not practice locations.</p> <p>Service area zip codes and practice site locations were provided to the IA by MassHealth.</p>
DSRIP Funding & Attributed Members	<p>Funding and attribution were provided to the IA by MassHealth. DSRIP funding is the allocated non-at risk start-up and ongoing funding for the year; it does not include any rollover, DSTI Glide Path or Flexible Services allocations.</p> <p>The number of members shown for 2017 was used solely for DSRIP funding calculation purposes, as member enrollment in ACOs did not begin until March 1, 2018.</p>
Population Served	Paraphrased from the ACO's Full Participation Plan.
Implementation Highlights	Paraphrased from the required annual and semi-annual progress reports submitted by the ACO to MassHealth.

NOTES

Performance risk is defined as the risk of being unable to treat an illness cost-effectively (unable to control controllable costs). Insurance risk is defined as the risk that a patient will become sick or that a group of patients will have higher than estimated care needs.

INTRODUCTION

Centers for Medicare and Medicaid Services' (CMS') requirements for the MassHealth Section 1115 Demonstration specify that an independent assessment of progress of the Delivery System Reform Incentive Payment (DSRIP) Program must be conducted at the Demonstration midpoint. In satisfaction of this requirement, MassHealth has contracted with the Public Consulting Group to serve as the Independent Assessor (IA) and conduct the Midpoint Assessment (MPA). The IA used participation plans, annual and semi-annual reports, survey responses, and key informant interviews (KIIs) to assess progress of Accountable Care Organizations¹ (ACOs) towards the goals of DSRIP during the time period covered by the MPA, July 1, 2017 through December 31, 2019.

Progress was defined by the ACO actions listed in the detailed MassHealth DSRIP Logic Model (Appendix I), organized into a framework of six focus areas which are outlined below. This model was developed by MassHealth and the Independent Evaluator² (IE) to tie together the implementation steps and the short- and long-term outcomes and goals of the program. It was summarized into a high-level logic model which is described in the CMS approved Massachusetts 1115 MassHealth Demonstration Evaluation Design document (<https://www.mass.gov/doc/ma-independent-evaluation-design-1-31-19-0/download>).

The question addressed by this assessment is:

To what extent has the ACO taken organizational level actions, across six areas of focus, to transform care delivery under an accountable and integrated care model?

This report provides the results of the IA's assessment of the ACO that is the subject of this report. The ACO should carefully consider the recommendations provided by the IA, and MassHealth will encourage ACOs to take steps to implement the recommendations, where appropriate. Any action taken in response to the recommendations must comply with contractual requirements and programmatic guidance.

MPA FRAMEWORK

The ACO MPA findings cover six "focus areas" or aspects of health system transformation. These were derived from the DSRIP logic model (Appendix I), by grouping organizational level actions referenced in the logic model into the following domains:

1. Organizational Structure and Engagement
2. Integration of Systems and Processes
3. Workforce Development
4. Health Information Technology and Exchange
5. Care Coordination and Management
6. Population Health Management

Table 1 shows the ACO actions that correspond to each focus area. The ACO actions are broad enough to be accomplished in a variety of ways by different organizations, and the scope of the IA is to assess progress, not to determine the best approach for an ACO to take.

¹ For the purpose of this report, the term ACO refers to all ACO health plan options: Accountable Care Partnership Plans, Primary Care ACO plans, and the Managed Care Administered ACO plan. See the ACO Background section for a description of the ACO's organizational structure.

² The Independent Evaluator (IE) – a distinct role separate from the Independent Assessor - is responsible for evaluating the outcomes of the Demonstration.

The focus area framework was used to assess each entity's progress. A rating of "On track" indicates that the ACO has made appropriate progress in accomplishing the indicators for the focus area. Where gaps in progress were identified, the entity was rated "On track with limited recommendations" or, in the case of more substantial gaps, "Opportunity for improvement." See Methodology section for an explanation of the threshold setting process for the ratings.

Table 1. Framework for Organizational Assessment of ACOs

Focus Area	ACO Actions
Organizational Structure and Governance	<ul style="list-style-type: none"> • ACOs established with specific governance, scope, scale, & leadership • ACOs engage providers (primary care and specialty) in delivery system change through financial (e.g. shared savings) and non-financial levers (e.g. data reports)
Integration of Systems and Processes	<ul style="list-style-type: none"> • ACOs establish structures and processes to promote improved administrative coordination between organizations (e.g. enrollee assignment, engagement and outreach) • ACOs establish structures and processes to promote improved clinical integration across organizations (e.g. administration of care management/coordination, recommendation for services) • ACOs establish structures and processes for joint management of performance and quality, and conflict resolution • Accountable Care Partnership Plans (Model A) transition more of the care management responsibilities to their ACO Partners over the course of the Demonstration
Workforce Development	<ul style="list-style-type: none"> • ACOs recruit, train, and/or re-train administrative and provider staff by leveraging Statewide Investments (SWIs) and other supports; education includes better understanding and utilization of behavioral health (BH) and long-term services and supports (LTSS)
Health Information Technology and Exchange	<ul style="list-style-type: none"> • ACOs develop Health Information Technology and Exchange (HIT/HIE) infrastructure and interoperability to support provision of population health management (e.g. reporting, data analytics) and data exchange within and outside the ACO (e.g. Community Partners/Community Service Agencies (CPs/CSAs), BH, LTSS, and specialty providers)
Care Coordination and Care Management	<ul style="list-style-type: none"> • ACOs develop systems and structures to coordinate services across the care continuum (i.e. medical, BH, LTSS, and social services), that align (i.e. are complementary) with services provided by other state agencies (e.g., Department of Mental Health (DMH))
Population Health Management	<ul style="list-style-type: none"> • ACOs develop capabilities and strategies for non-CP-related population health management approaches, which include risk stratification, needs screenings and assessments, and addressing the identified needs in the population via range of programs (e.g., disease management programs for chronic conditions, specific programs for co-occurring mental health (MH)/substance use disorder (SUD) conditions) • ACOs develop structures and processes for integration of health-related social needs (HRSN) into their Population Health Management (PHM) strategy, including management of flexible services • ACOs develop strategies to reduce total cost of care (TCOC; e.g. utilization management, referral management, non-CP complex care management programs, administrative cost reduction)

METHODOLOGY

The IA employed a qualitative approach to assess ACO progress towards DSRIP goals, drawing on a variety of data sources to assess organizational performance in each focus area. The IA performed a desk review of participants' submitted reports and of MassHealth supplementary data, covering the period of July 1, 2017 through December 31, 2019. These included Full Participation Plans, annual and semi-annual reports, budgets and budget narratives. In addition, the IA developed an ACO Practice Site Administrator survey ("the survey") to investigate the activities and perceptions of provider practices participating in ACOs. For ACOs with at least 30 practice sites, a random sample of 30 sites was drawn; for smaller ACOs, all sites were surveyed. Survey results were aggregated by ACO for the purpose of assessing each ACO. A supplementary source was the transcripts of KII of ACO leaders conducted jointly by the IA and the IE.

The need for a realistic threshold of expected progress, in the absence of any pre-established benchmark, led the IA to use a semi-empirical approach to define the state that should be considered "On track." As such, the IA's approach was to first investigate the progress of the full ACO cohort in order to calibrate expectations and define thresholds for assessment.

Guided by the focus areas, the IA performed a preliminary review of Full Participation Plans and annual and semi-annual reports. This horizontal review identified a broad range of activities and capabilities that fell within the focus areas, yielding specific operational examples of how ACOs can accomplish the logic model actions for each focus area. Once an inclusive list of specific items was compiled, the IA considered the prevalence of each item and its relevance to the focus area. A descriptive definition of On track performance for each focus area was developed from the items that had been adopted by a plurality of entities. Items that had been accomplished by only a small number of ACOs were considered to be promising practices, not expectations at midpoint. This calibrated the threshold for expected progress to the actual performance of the ACO cohort as a whole.

Qualitative coding of documents was used to aggregate the data for each ACO by focus area, and then coded excerpts and survey data were reviewed to assess whether and how each ACO had met the defined threshold for each focus area. The assessment was holistic and did not require that entities meet every item listed for a focus area. A finding of On track was made where the available evidence demonstrated that the entity had accomplished all or nearly all of the expected items, and no need for remediation was identified. When evidence from coded documents was lacking for a specific action, additional information was sought through a keyword search of KII transcripts. Prior to finalizing the findings for an entity, the team convened to confirm that thresholds had been applied consistently and that the reasoning was clearly articulated and documented.

See Appendix II for a more detailed description of the methodology.

ACO BACKGROUND³

Merrimack Valley ACO in partnership with Always Health Partners (AHP MVACO) is an Accountable Care Partnership Plan (ACPP), a "Model A" ACO, and is also known as My Care Family. An ACPP is a partnership between a single health plan and a provider-led ACO that receives monthly capitated payments from MassHealth based on enrollment and member risk scores, and takes on full insurance risk⁴ for the population.

³ Background information is summarized from the organization's Full Participation Plan.

⁴ Insurance risk is defined as the risk that a patient will become sick or that a group of patients will have higher than estimated care needs.

AHP (formerly Neighborhood Health Plan) provides a wide range of administrative functions including network management, member services, claims adjudication and compliance. AHP MVACO is the only Model A ACO for which AHP holds a contract with EOHHS.

The Merrimack Valley ACO is a formalized partnership between Greater Lawrence Family Health Center (GLFHC) and Lawrence General Hospital (LGH). AHP MVACO's service area is Lawrence, Haverhill, and Lowell.

AHP MVACO's MassHealth member attribution and allocated non-at risk DSRIP Startup and Ongoing funding are summarized below.

Table 2: AHP MVACO MassHealth Members and DSRIP Funding 2017-2019⁵

Year	Members	DSRIP Funding
2017 (partial year, Jul-Dec)	33,907	\$4,702,570
2018	33,907	\$8,603,029
2019	31,949	\$6,384,143

The population is mostly at a low socioeconomic status and health literacy is an issue. Approximately three-quarters of the population in Lawrence identify as Hispanic. Prevalent conditions include diabetes, asthma, cardiac conditions, and substance use disorder. Heroin use has been identified as a major issue in the service area.

SUMMARY OF FINDINGS

The IA finds that AHP MVACO is On track or On track with limited recommendations in all six focus areas.

Focus Area	IA Findings
Organizational Structure and Engagement	On track
Integration of Systems and Processes	On track
Workforce Development	On track with limited recommendations
Health Information Technology and Exchange	On track with limited recommendations
Care Coordination and Care Management	On track with limited recommendations
Population Health Management	On track

FOCUS AREA LEVEL PROGRESS

The following section outlines the ACO's progress across the six focus areas. Each section begins with a description of the established ACO actions associated with an On track assessment. This description is followed by a detailed summary of the ACO's results across all indicators associated with the focus area. This discussion includes specific examples of progress against the ACO's participation plan as well as achievements or promising practices, and recommendations were applicable. The ACO should carefully consider the recommendations provided by the IA, and MassHealth will encourage ACOs to take steps to

⁵ Funding and attribution were provided to the IA by MassHealth. DSRIP funding is the allocated non-at risk Startup and Ongoing funding for the year; it does not include any rollover, DSTI Glide Path or Flexible Services allocations.

implement the recommendations, where appropriate. Any action taken in response to the recommendations must be taken in accordance with program guidance and contractual requirements.

1. ORGANIZATIONAL STRUCTURE AND ENGAGEMENT

On Track Description

Characteristics of ACOs considered On track:

- ✓ **Established governance structures**
 - includes representation of providers and members, and a specific consumer advocate, on executive board;
 - receives and incorporates, through the executive board, regular input from the population health management team, and the Consumer Advisory Board/Patient Family Advisory Committee;
 - has a clear structure for the functions and committees reporting to the board, typically including quality management, performance oversight, and contracts/finance.
- ✓ **Provider engagement in delivery system change**
 - has established processes for joint management of quality and performance, including regular performance reporting to share quality and performance data, on-going performance review meetings where providers and ACO discuss areas for improvement of performance, and education and training for staff where applicable;
 - communicates a clearly articulated performance management strategy, including goals and metrics, to practice sites, but also grants sites some autonomy on how to meet those goals, and uses feedback from providers and sites in ACO-wide continuous improvement for quality and performance.

Results

The IA finds that AHP MVACO is **On track with no recommendations** in the Organizational Structure and Engagement focus area.

Established governance structures

AHP MVACO has established appropriate governance structures. ACO-MCO governance is overseen by an Executive Committee, supported by a Joint Operating Committee, (JOC), the Managing Board, AHP MVACO's Patient and Family Advisory Board (PFAC), and its Quality Committee. The Executive Committee provides final approval for all AHP MVACO policy and strategic decision making.

The JOC which includes four senior staff members each from the ACO and the MCO reports to the Executive Committee on a range of topics including care management policies, Community Partners (CPs) integration efforts, wellness programs, and other regular clinical activities.

The Managing Board provides administrative support to the Executive Committee through the development of AHP MVACO's annual business plans including the ACO's budgets, assumptions related to the ACO's provider networks and all payment models related to regular and performance-based reimbursement. The Managing Board is also responsible for identifying and maintaining the ACO's key performance indicators that drive AHP MVACO's overall performance measurement strategy.

The Managing Board includes a majority of representatives from AHP MVACO's provider community as well as a consumer advocate and one representative each from a Behavioral Health (BH) and Long Term Supports and Services (LTSS) Community Partner (CP).

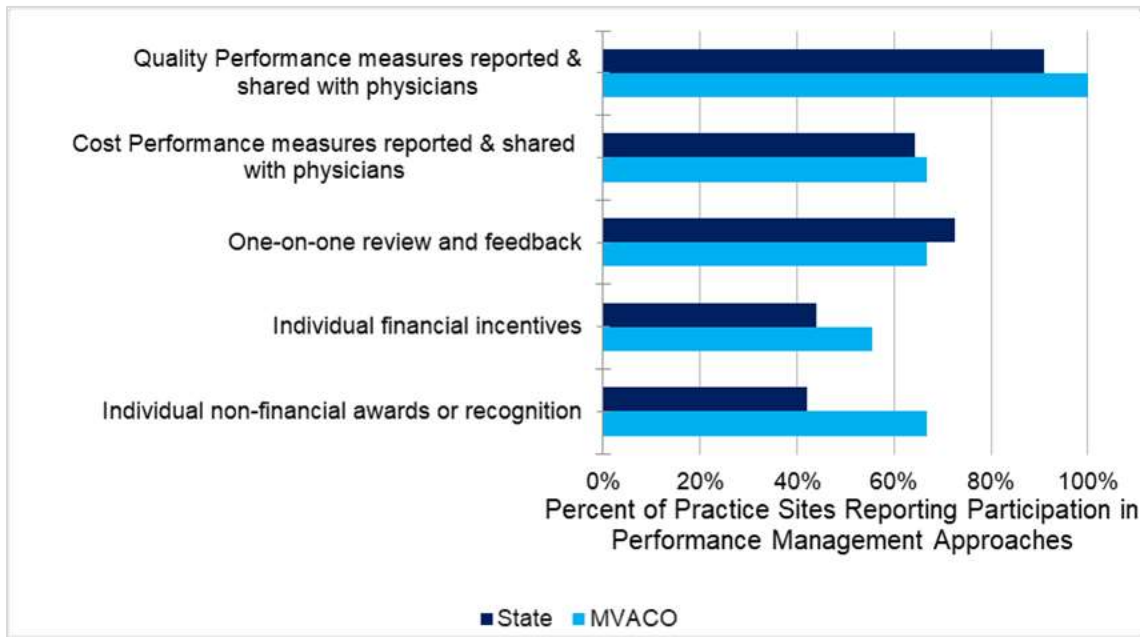
The Finance Committee makes financial policy recommendations to the ACO's Executive Committee and provides strategic guidance for AHP MVACO's capital allocation, VBP methodologies, and other ACO initiatives as well as overseeing operational compliance with MassHealth contracts.

Provider engagement in delivery system change

AHP MVACO's Managing Board, which has a majority of representatives from the provider community, develops the ACO's policies related to quality improvement and performance measurement. The ACO's Quality Committee then works directly with providers across the system to coordinate quality improvement efforts.

Nearly all practice sites across AHP MVACO reported that performance reports on quality are received and shared with providers regularly and that one-on-one reviews and feedback are a primary method through which performance management occurs.

Figure 1. Provider Engagement and Physician Performance Management Approaches



Number of Practices Reporting in the State, N = 225
 Number of Practices Reporting in MVACO, N = 9
 Figure displays responses to Q37. *Which of the following approaches are used to manage the performance of individual physicians who practice at your site? Select all that apply.* Statistical significance testing was not done due to small sample size.

Recommendations

The IA has no recommendations for the Organizational Structure and Engagement focus area.

Promising practices that ACOs have found useful in this area include:

✓ **Established governance structures**

- engaging Community Partners (CPs) in ACO governance by developing a subcommittee with ACO and CP representatives focused on increasing CP integration and collaboration.
- creating a centralized PFAC to synthesize information from practice site specific PFACs and disseminate promising practices to other provider groups and practice sites within the ACO's network.
- seeking feedback from consumer representatives or PFACs related to member experience prior to adoption of new care protocols or other changes.
- including a patient representative in each of an ACO's subcommittees in addition to having a patient representative on the governing board.

✓ **Provider engagement in delivery system change**

- protecting dedicated provider time for population health level activities or individual quality improvement projects.
- engaging frontline providers in continuous feedback loops to identify areas where patient experience could be improved.
- hosting regular meetings between providers or provider groups and senior management to collect provider feedback on care management operations and quality improvement initiatives.
- developing provider-accessible performance dashboards with practice-site level data.
- employing individuals in roles dedicated to QI, who assist providers and practice sites to review quality measures and identify pathways to improve care processes and provider performance.

2. INTEGRATION OF SYSTEMS AND PROCESSES

On Track Description

Characteristics of ACOs considered On track:

✓ **Administrative coordination among ACO member organizations and with CPs**

- circulates frequently updated lists including enrollee contact information and flags members who are appropriate for receiving CP supports;
- shares reports including risk stratification, care management, quality, and utilization data with practice sites;
- practice sites report that when members are receiving care coordination and management services from more than one program or person, these resources typically operate together efficiently.

✓ **Clinical integration among ACO member organizations and with CPs**

- deploys shared team models for case management, locating ACO staff at practice sites, and providing both role-specific and process-oriented training for staff at practice sites;

- enables PCP access to all member clinical information through an EHR; and sites are able to access results of screenings performed by the ACO;
- co-locates BH resources and primary care where appropriate.
- ✓ **Joint management of performance and quality**
 - articulates a clear and reasoned plan for quality management that jointly engages practice sites and ACO staff, and explicitly incorporates specific quality metrics;
 - dedicates a clinician leadership role and ACO staff to reviewing performance data, identifying performance opportunities, and implementing associated change initiatives in cooperation with providers.
- ✓ **ACO/MCO coordination** (at Accountable Care Partnership Plans)
 - shares administrative and clinical data between ACO and MCO entities, and circulates regular reports including population health and cost-of-care analysis;
 - is coordinated by a Joint Operating Committee for alignment of MCO and ACO activities, which manages clinical integration and is planning transitions of functions from MCO to ACO over time.

Results

The IA finds that AHP MVACO is **On track with no recommendations** in the Integration of Systems and Processes focus area.

Administrative coordination among ACO member organizations and with CPs

Representatives from Behavioral Health (BH) and Long Term Services and Supports (LTSS) Community Partners (CPs) and ACO member organizations serve on the AHP MVACO Managing Board and collaborate in administrative and care coordination decision-making.

AHP MVACO's Program Assignment Unit (PAU) uses a predictive modeling tool to generate member risk stratification reports. The tool draws from BH and SUD claims, historical cost and utilization data and care management team documentation enabling the PAU to assign a risk stratum to each member. The PAU team forwards the list of high-risk members generated by this tool to the Air Traffic Control (ATC) team who augment the data with EHR records and CP risk assessment results to ultimately assign each member to a care management team. The ATC flags whether the member has existing relationships with any CPs based on data from the EHR and is responsible for documenting and communicating updated member contact information.

Results from the ACO Practice Site Administrator Survey indicate that the majority of practice sites felt that members receiving care coordination and management services from multiple programs felt that these resources "usually or always" operated together efficiently.

Clinical integration across ACO member organizations and with CPs

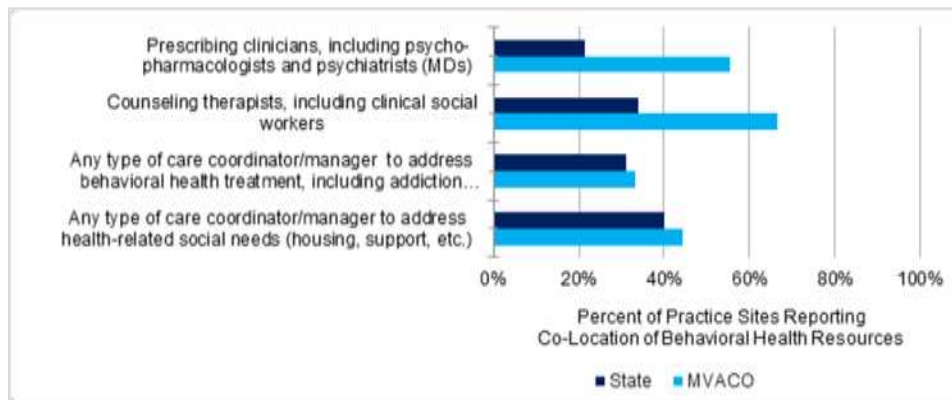
The Clinical Integration Team manages the integration of the CP program into the care model. The Clinical Integration Team has sub-groups, called CP Task Forces, that work to manage the coordination among BH and LTSS CPs, multi-disciplinary care teams, and AHP MVACO member organizations. CP Task Forces coordinate screenings, review referral patterns, perform member outreach, review information sharing, and prepare for CP meetings. AHP MVACO reports that it meets quarterly with the CPs to discuss plans for care coordination, member engagement, and resource utilization.

AHP MVACO supports integration across the ACO by providing standardized staff training. AHP MVACO training for care management teams covers the ACO's model of care, existing workflows, use of the EHR and the system to track and communicate care plans, and orientation to the BH and LTSS CP programs.

AHP MVACO is building out its health information technology capabilities and interoperability through investments in PY1 and PY2. Primary care data is accessible to all practice sites through an EHR. AHP MVACO is working to develop interoperability with EHRs across primary care practices. Recent achievements include developing a data warehouse user access portal and assuring interoperability of the hospital and primary care practice EHR with the ambulatory EHR.

In the ACO Practice Site Administrator Survey, AHP MVACO practice sites reported that MassHealth members with behavioral health conditions are “usually or always” referred to BH providers, and a majority of sampled practice sites reported that prescribing clinicians and counseling therapists are co-located at the practice site (Figure 2).

Figure 2. Co-Location of Behavioral Health Resources



Number of Practices Reporting in the State, N = 225

Number of Practices Reporting in MVACO, N = 9

Figure displays responses to Q8b. *For the Behavioral Health entities you selected in the previous question, how often are they located within your practice site? For those entities to which you never refer, please select Don't Know/Not Applicable.*

Statistical significance testing was not done due to small sample size.

Joint management of performance and quality

AHP MVACO recently formed a Quality Committee to oversee the implementation of quality improvement programs that engage clinicians at practice sites to achieve ACO quality goals. AHP MVACO also has a medical director for quality who drives improvement initiatives forward. AHP MVACO monitors numerous quality measures, including Healthcare Effectiveness Data and Information Set (HEDIS) indicators and rates of assessments performed. AHP MVACO indicated they plan to report quality metric data to all frontline workers. They continue to work on developing an electronic data system to measure, report and track quality measures, compare performance results against benchmarks and develop clinician level reports. AHP MVACO indicates that nurse care managers and social workers from their care management teams will be a resource for quality and process improvement but do not state how. AHP MVACO plans to invest in population health management staff to assist clinicians manage quality improvement initiatives at each practice site. AHP MVACO provides population health quality and utilization data to help practice sites implement site specific programs.

ACO/MCO coordination (at Accountable Care Partnership Plans)

AHP and MVACO leaders participate on the Executive Committee and meet bimonthly and on an ad-hoc basis as required. AHP and MVACO are able to share member contact information, comprehensive needs assessments, and care plans.

Recommendations

The IA has no recommendations for the Integration of Systems and Processes focus area.

Promising practices that ACOs have found useful in this area include:

- ✓ **Administrative coordination among ACO member organizations and with CPs**
 - establishing weekly meetings to discuss newly engaged members.
 - establishing monthly meetings with practices sites and CPs to discuss member care plans.
 - creating a case review process including care coordination, service gaps and service duplication.
 - sharing member risk stratification reports including results of predictive modeling.
- ✓ **Clinical Integration among ACO member organizations and with CPs**
 - designating a practice site champion responsible for integrating Care Coordination and Care Management (CCCM) and clinical care plans.
 - embedding CCCM staff at practice sites to participate in shared model for care management.
 - providing resiliency training to CCCM staff to improve team cohesion and offer emotional support.
 - developing a centralized care management office to support member care teams in conducting needs assessment, follow-up, disease management and transitions of care.
 - following members for at least 30 days post-discharge from the hospital.
 - providing laptops or other devices that enable EHR access by off-site providers during visits with members.
 - holding monthly meetings of CCCM teams to share best practices, develop solutions to recent challenges and provide collegial support.
- ✓ **Joint management of performance and quality**
 - developing practice site specific quality scorecards and reviewing them at monthly or quarterly meetings.
 - having the Joint Operating Committee (JOC) review scorecards of clinical, quality, and financial measures.
 - sharing individual performance reports containing benchmarks or practice wide comparisons with providers.
- ✓ **ACO/MCO coordination (at Accountable Care Partnership Plans)**
 - reviewing performance and quality outcomes at regular governance meetings.

- developing coordinated goals related to operations, budget decisions and clinical quality outcomes

3. WORKFORCE DEVELOPMENT

On Track Description

Characteristics of ACOs considered On track:

✓ **Recruitment and retention**

- successfully hired staff for care coordination and population health, leaving no persistent vacancies;
- uses a variety of mechanisms to attract and retain a diverse team, such as opportunities for career development, educational assistance, ongoing licensing and credentialing, loan forgiveness and leadership training.

✓ **Training**

- offers training to staff, including role-specific topics such as integrating primary care, behavioral health, health-related social needs screening and management, motivational interviewing, and trauma-informed care;
- has established policies and procedures to ensure that staff meet the contractual training requirements, and holds ongoing, regularly scheduled, training to ensure that staff are kept up to date on best practices and advances in the field as well as refreshing their existing knowledge.

✓ **Teams and staff roles designed to support person-centered care delivery and population health**

- hires nonclinical staff such as CHWs, navigators, and recovery peers, and deploy them as part of interdisciplinary care delivery teams including CCCM staff, medical providers, social workers and BH clinicians;
- deploys clinical staff in population health roles and nontraditional settings and trains a variety of staff to provide services in homes or other nonclinical settings.

Results

The IA finds that AHP MVACO is **On track with limited recommendations** in the Workforce Development focus area.

Recruitment and retention

AHP MVACO has focused on developing a variety of mechanisms that appear to be addressing persistent vacancies and turnover in CCCM and PHM roles. AHP MVACO maintains connections with local colleges and universities to identify potential candidates for employment specifically targeting local undergraduate, certificate, and graduate programs to recruit for community health workers (CHWs), nurses, social workers, and other roles. AHP MVACO also reports a need to prioritize the hiring of bilingual social workers and CHWs and works alongside the Human Resource Departments at member hospitals to hire graduates who speak Spanish.

AHP MVACO's retention strategy focuses on providing mentoring and peer-to-peer support to staff. CCCM teams also participate in daily huddles to balance staff responsibilities across the team. The ACO's director of CCCM teams also provides ongoing mentoring and coaching to individuals directly

to assist with career advancement and gain insights into team needs. Peer-to-peer support systems appear to be informally organized, but AHP MVACO reports that CCCM teams develop support systems to develop clear understandings of roles and responsibilities.

Training

AHP MVACO has developed specialized and role-based training programs for staff. All AHP MVACO staff receive training on cultural competency, diversity, EHR, social determinants of health, BH, LTSS, and partnerships with community-based organizations. Additional trainings include the basics of the ACO, addressing member concerns, referral practices, and other operational issues. Training is ongoing and includes patient scenario case studies reviewed at daily huddles, weekly case reviews and monthly meetings.

Training programs for frontline staff and healthcare extenders cover workflow and documentation improvement areas as well as special topics such as trauma-informed care. All training sessions are conducted at ACO practice sites.

AHP MVACO trains newly hired CHWs at a nearby Community Health Education Center program. AHP MVACO also sends some CHWs to a new certificate program at a local community college.

Teams and staff roles designed to support patient-centered care delivery and population health

AHP MVACO uses diverse care teams that include patient navigators, community health workers, nurse care managers, and social workers in an attempt to deliver more patient-centered care. LTSS and BH Community Partner staff are also frequently embedded in care teams.

AHP MVACO reports investments to develop care team models and recruit care team members while also testing workflows and tools. AHP MVACO reports additional care team training is also in development.

Recommendations

The IA encourages AHP MVACO to review its practices in the following aspects of the Workforce Development focus area, for which the IA did not identify sufficient documentation to assess progress:

- pursuing additional workforce retention strategies, such as: educational assistance, ongoing licensing and credentialing, or loan forgiveness in retention strategies.

Promising practices that ACOs have found useful in this area include:

✓ Promoting diversity in the workplace

- compensating staff with bilingual capabilities at a higher rate.
- establishing a Diversity and Inclusion Committee to assist HR with recruiting diverse candidates.
- advertising in publications tailored to non-English speaking populations.
- attending minority focused career fairs.
- recruiting from diversity-driven college career organizations.
- tracking the demographic, cultural, and epidemiological profile of the service population to inform hiring objectives.

- implementing an employee referral incentive program to leverage existing bilingual and POC CP staff's professional networks for recruiting.
 - advertising positions with local professional and civic associations such as the National Association of Social Work, Spanish Nurses Association, Health Care Administrators, National Association of Puerto Rican and the Hispanic Social Workers.
 - recruiting in other geographic areas with high concentrations of Spanish speakers or other needed language skills, and then helping qualified recruits with relocation expenses.
- ✓ **Recruitment and retention**
- contracting with a local social services agency capable of providing the ACO with short term CHWs, enabling the ACO to rapidly increase staff on an as-needed basis.
 - onboarding cohorts of new CCCM staff with common start dates, enabling shared learning.
 - implementing mentorship programs that pair newly onboarded staff with senior members to expedite training, especially amongst CCCM teams with complex labor divisions.
 - providing opportunities for a staff voice in governance through regularly scheduled leadership town halls at individual practice sites.
 - recruiting staff from professional associations, such as the Case Management Society of America, and from targeted colleges and universities.
 - offering staff tuition reimbursement for advanced degrees and programs.
 - using employee referral bonuses to boost recruitment.
- ✓ **Training**
- offering staff reimbursement for training from third party vendors.
 - tracking staff engagement with training modules and proactively identifying staff who have not completed required trainings.
 - providing additional training opportunities through on-line training programs from third party vendors.
 - offering Medical Interpreter Training to eligible staff.
 - sponsoring staff visits to out of state health systems to learn best practices and bring these back to the team through peer-to-peer trainings.
- ✓ **Teams and staff roles designed to support person-centered care delivery and population health**
- protecting provider time for pre-visit planning.
 - pairing RN care managers or social workers with CHWs to provide care coordination.
 - including pharmacists/pharmacy technicians and dieticians on care teams.
 - developing trainings and protocols for staff providing home visits.
 - developing trainings and protocols for staff using telemedicine.

- leveraging CHWs who specialize in overcoming barriers to engagement, including issues of distrust of the medical community, to build relationships with hard-to-engage members.

4. HEALTH INFORMATION TECHNOLOGY AND EXCHANGE

On Track Description

Characteristics of ACOs considered On track:

- ✓ **Infrastructure for care coordination and population health**
 - uses an EHR to aggregate and share information among providers across the ACO
 - has a care management platform in place to facilitate collaborative patient care across disciplines and providers;
 - uses a population health platform that integrates claims, administrative, and clinical data, generates registries by condition or risk factors, predictive models, utilization patterns, and financial metrics, and identifies members eligible for programs or in need of additional care coordination.
- ✓ **Systems for collaboration across organizations**
 - has taken steps to improve the interoperability of their EHR;
 - shares real-time data including event notifications, and uses dashboards to share real time program eligibility and performance data;
 - creates processes to enable two-way exchange of member information with CPs and develops workarounds to solve interoperability challenges.

Results

The IA finds that AHP MVACO is **On track with limited recommendations** in the Health Information Technology and Exchange focus area.

Infrastructure for care coordination and population health

AHP MVACO reports that adoption of EHR technologies across the ACO is high. AHP MVACO has multiple EHR systems across participating PCPs. Some data transmission between providers who utilize different EHRs is accomplished through "provider to provider" functionality available with certain EHR systems. Hospital EHR data feeds directly into ACO primary care practice electronic health records systems. For hospital services, electronic transmission of laboratory and radiology results are interoperable, and AHP MVACO is planning additional connectivity for care plan software and information that comes from Community Partners. AHP MVACO is seeking to increase the use of electronic transmission for transition of care documents through the EHR among PCP and specialists. Additionally, AHP MVACO is transitioning to internal data warehousing through which they intend to improve their ability to report quality metrics, to both internal and external audiences. AHP MVACO continues to recruit for a Senior Data Analyst, whom they plan to utilize to develop population health metrics and quality reporting.

The MCO Program Assignment Unit (PAU) utilizes a risk stratification process to identify high-risk members for programs and/or requiring additional service coordination. These members are supported by the population health coordinators who ensure care plan adherence as member seek care across AHP MVACO.

Systems for collaboration across organizations

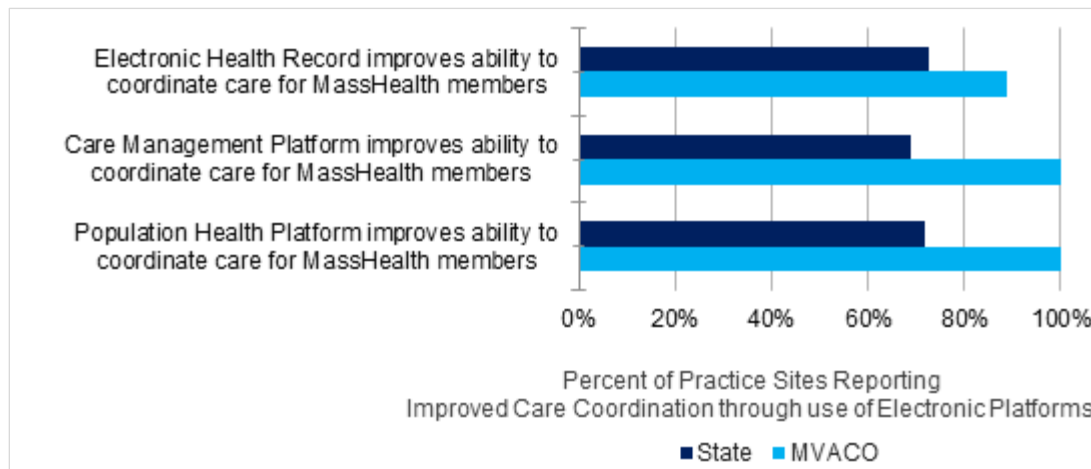
AHP MVACO has taken steps to improve interoperability including electronic sharing of consult notes with PCPs and specialists. AHP MVACO data warehouse integrates EHR data from Lawrence General Hospital and Greater Lawrence Family Health Center with other ACO member data and event notifications. Most participating PCP sites have access to ADT feeds and real-time event notification and the ACO is mostly able to incorporate this data into their population health analytics technology.

AHP MVACO plans to build on the adoption of a unified EHR by the Lawrence General Hospital system and affiliated ambulatory practices and clinics, to improve interoperability between care managers, care teams, and CPs. Planned steps include integrating behavioral health care provider systems and home health agencies into AHP MVACO 's current event notification network.

AHP MVACO is able to share and/or receive electronic member contact information, comprehensive needs assessments and care plans through secure and compliant means with all or the majority of their participating PCP sites, community partners and managed care plan. Currently, very few of their participating specialists and non-affiliated providers are able to share and/or receive electronic member contact information and care plans. Additionally, only some of the participating providers and none of the non-affiliated providers are able to share and/or receive electronic comprehensive needs assessments.

Results from the ACO Practice Site Administrator Survey indicate that a majority of AHP MVACO practice sites agree or strongly agree that the EHR improves their ability to coordinate care for MassHealth members and all AHP MVACO sites agree or strongly agree that population and care management platforms improve their ability to coordinate care for MassHealth members (Figure 3).

Figure 3. Perceptions of HIT Platforms for Care Coordination



Number of Practices Reporting in the State, N = 225

Number of Practices Reporting in MVACO, N = 9

Figure displays responses to Q13_EHR, Q13_CMP, Q13_PHP. *To what extent do you agree that the Electronic Health Record/ Care Management Platform/Population Health Platform improves your ability to coordinate care for your MassHealth members?*

Statistical significance testing was not done due to small sample size.

Recommendations

The IA encourages AHP MVACO to review its practices in the following aspects of the Health Information Technology and Exchange focus area, for which the IA did not identify sufficient documentation to assess progress:

- developing system integration which allows for the electronic transmission of Member contact information, comprehensive needs assessments and care plans to/from affiliated and non-affiliated providers

Promising practices that ACOs have found useful in this area include:

- ✓ **Infrastructure for care coordination and population health**
 - leveraging EHR integrated care management and population health platforms.
 - automating risk stratification to identify high-risk, high-need members.
 - developing HIT training for all providers as part of an on-boarding plan.
 - incorporating meta-data tagging into care management platforms to allow supervisors to monitor workflow progress.
 - conducting ongoing review and evaluation of risk stratification algorithms to improve algorithms and refine the ACO's approach to identifying members at risk who could benefit from PHM programs.
- ✓ **Systems for collaboration across organizations**
 - establishing EHR portals that allow members to engage with their chart and their care teams.
 - providing EHR access through a web portal for affiliated providers, CPs or other entities whose EHR platforms are not integrated with the ACOs EHR.
 - developing methods to aggregate data from practice sites across the ACO; particularly if sites use different EHRs.
 - pushing ADT feeds to care managers in real time to mitigate avoidable ED visits and/or admissions.
 - developing continuously refreshing dashboards to share real-time program eligibility and performance data.

5. CARE COORDINATION AND CARE MANAGEMENT

On Track Description

Characteristics of ACOs considered On track:

- ✓ **Full continuum collaboration**
 - collaborates with state agencies such as DMH;
 - has established processes for identifying members eligible for BH or LTSS services and collaborating with CPs, including exchanging member information, and collaborating for care coordination when CP has primary care management responsibility;
 - designates a point of contact for CPs to facilitate communication;
 - incorporates social workers into care management teams and integrates BH services, including Office-Based Addiction Treatment (OBAT), into primary care.

- ✓ **Member outreach and engagement**
 - uses both IT solutions and manual outreach to improve accuracy of member contact information;
 - uses a variety of methods to contact assigned members who cannot be reached telephonically by going to members' homes or to community locations where they might locate the individual (e.g. a congregate meal site);
 - addresses language barriers through steps such as translating member-facing materials, providing translators for appointments, and recruiting CCCM staff who speak members' languages;
 - supports members who lack reliable transportation by providing rides or vouchers⁶, and/or providing services in homes or other convenient community settings;
- ✓ **Connection with navigation and care management services**
 - locates CCCM staff in or near EDs;
 - enables staff to build 1:1 relationships with high-need members, and uses telemedicine, secure messaging, and regular telephone calls for ongoing follow-up with members;
 - provides members with 24/7 access to health education and nurse coaching, through a hotline or live chat;
 - implements best practices for transitions of care, including warm handoffs between transition of care teams and ACO team;
 - implements processes to direct members to the most appropriate care setting, including processes to re-direct members to primary care to reduce avoidable emergency department visits;
- ✓ **Referrals and follow-up**
 - standardizes processes for referrals for BH, LTSS, and health-related social needs (HRSN), and ability to systematically track referrals, enabling PCPs and care coordinators to confirm that a member received a service, incorporate results into the EHR and care plan;
 - conducts regular case conferences to coordinate services when a member has been referred.

Results

The IA finds that AHP MVACO is **On track with limited recommendations** in the Care Coordination and Care Management focus area.

Full continuum collaboration

AHP MVACO's care team model integrates cross-functional and specialized staff to provide a full continuum of care. AHP MVACO reports making investments in care team members, support personnel, and leaders in order to "integrate providers and their services across the continuum of care for AHP MVACO members." AHP MVACO also hired a CP relationship manager to assist with integration efforts. In addition, AHP MVACO utilizes its team of bilingual CHWs to reach out across

⁶ ACOs should utilize MassHealth Transportation (PT-1) for member needs first as appropriate.

the community by meeting members in the community at food banks, shelters, bodegas, schools, etc., and offering in-home visits, serving as member navigators, and being embedded into the Lawrence General Hospital Emergency Department.

AHP MVACO is focused on the integration of BH services and LTSS, and collaborating with CPs. AHP MVACO established processes for identifying members for BH or LTSS services, collaborating with CPs and state agencies. AHP MVACO has a clinical integration team that plans how the CPs will be integrated into the care model and works with the BH and LTSS CP Task Forces to manage coordination among the CPs and ACO care teams. Social workers are the point of contact for both CPs and the State, and, for BH care management, they may also serve as the Clinical Team Lead, work with the ATC (Air Traffic Control) teams and PAU (Program Assignment Unit) teams, and serve as a resource for quality and process improvement.

Member outreach and engagement

AHP MVACO engages members by deploying staff such as CHWs to community locations, including food banks, primary care practices, and schools, as well as engaging with members in their homes. AHP MVACO's member engagement strategy is also informed by data from the EHR, care management staff in the ED, and predictive modeling data. To address language barriers, AHP MVACO hires social workers and CHW who are bilingual, with Spanish being the primary second language as 76% of AHP MVACO population is Hispanic.

AHP MVACO has an assistance fund to provide transportation vouchers and provide cell phones to its members to encourage members to make appointments and for secure messaging and ongoing communication and follow-up with members.^{7 8}

Connection with navigation and care management services

To reduce ED utilization and redirect members to practice sites for symptoms that could be treated by their primary care doctor, AHP MVACO has focused efforts on identifying, locating, and following up with members to educate them about when to go to the primary care doctor and when to use the ED. In PY1, AHP MVACO identified a hospital based social worker to engage with members in inpatient settings and the ED. The social worker uses real-time event notification software to identify when members arrive in the ED. If the member is in care management, the social worker then reaches out to the care manager (either an ACO care manager or a behavioral health manager from a CP). Bilingual population health coordinators and transitions of care nurses follow-up with members who visited an ED. They call each member who visited the ED to ensure the member understands discharge instructions and to set up primary care follow-up appointments.

Bilingual CHWs serve as AHP MVACO's member navigators and peer health coordinators and accompany members to their office visits and the pharmacy. As the "eyes and ears" of the care team, CHWs meet members in schools, bodegas, food pantries, shelters, and other locations. CHWs also conduct Care Needs Screenings, in-home assessments, and communicate the need for further assessments or interventions to the CP care managers and care team.

Referrals and follow-up

AHP MVACO standardized processes for referrals for BH, LTSS, and HRSN. AHP MVACO systematically tracks referrals, enabling PCPs and care coordinators to confirm that a member received a service and incorporate results into the EHR and care plan. AHP MVACO conducts regular case conferences to coordinate when a member has been referred for additional services. The CP Task Forces oversee member outreach and identifying members for BH and LTSS services

⁷ ACOs should utilize MassHealth Transportation (PT-1) for member needs first as appropriate.

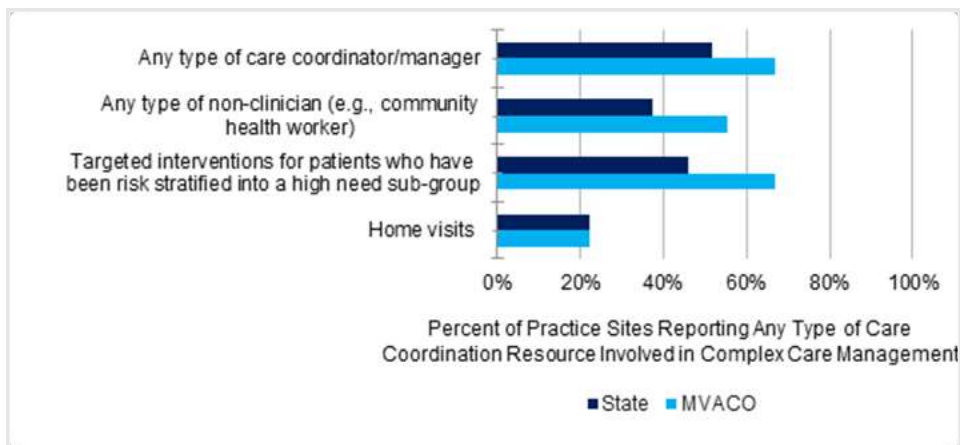
⁸ ACOs should first utilize Lifeline program for members as appropriate.

regardless of CP-engaged status. CP Task Forces coordinate screenings, assessments, review referral patterns, member outreach, information sharing, and plan for CP meetings. AHP MVACO reports that it meets quarterly with the CPs to plan for care coordination, member engagement, and resource utilization and assists in referrals to on site BH services.

While some care management staff are embedded in the primary care practice site, other staff work out of ACO offices in Lawrence. To coordinate care and workflow responsibilities, care team members participate in daily care huddles. Each care team consists of CHWs, social workers, nurse care managers, population health coordinators, clinical pharmacists, representatives from CPs for behavioral health care needs and administrative support. Members can be referred to the care management program through the MCO's risk stratification system. Primary care providers can also refer members to the care teams. Care team members see members either in the office or travel to member homes to provide in-home care.

Results from the ACO Practice Site Administrator Survey indicate that a majority of AHP MVACO sites report that care coordination and management resources, such as any type of non-clinician, and targeted interventions for members who have been risk stratified into a high need sub-group, are often or always involved in helping complex high-need MassHealth members adhere to the care plan.

Figure 4. Care Coordination Resources Involved in Helping High-Need Members Adhere to the Care Plan



Number of Practices Reporting in the State, N = 225

Number of Practices Reporting in MVACO, N = 9

Figure displays responses to Q6. *For your complex high-need MassHealth patients, how often is any type of care coordination or management resource involved in helping the patient adhere to the care plan?*

Statistical significance testing was not done due to small sample size.

ACO Administrator Perspective: "Early results with the first 300 identified patients are showing that the teams are succeeding in engaging patients, completing comprehensive assessments and establishing relationships with patients...care team members are energized by knowing they will be making a difference in people's lives with the structure and tools we are providing them through this DSRIP funding."

Recommendations

The IA encourages AHP MVACO to review its practices in the following aspects of the Care Coordination and Care Management focus area, for which the IA did not identify sufficient documentation to assess progress:

- incorporating social workers into care management teams and integrating BH services, including OBAT, into primary care.

Promising practices that ACOs have found useful in this area include:

✓ **Full continuum collaboration**

- establishing a systematic documentation process to track members receiving care coordination from CPs.
- matching members based on their needs to interdisciplinary care coordination teams that include representatives from primary care, nursing, social work, pharmacy, community health workers and behavioral health.
- expanding BH integration through multiple strategies, including embedding staff in primary care sites, reverse integration of physical health care at BH sites, and telehealth.
- increasing two-way sharing of information between ACOs and CPs.
- leveraging EHR-integrated tools to flag members requiring a higher level of care coordination.
- coordinating with government agencies and community organizations to enhance care coordination and avoid duplication for members receiving other services.
- supporting families of pediatric members by offering to have care managers work with school-based personnel to address health or disability related needs identified in the Individualized Education Program.

✓ **Member outreach and engagement**

- developing a high-intensity program for extremely high-need, high-risk members with strategically low case load.
- establishing trust between members and CCCM staff by building and maintaining a 1:1 consistent relationship.
- creating a mobile phone lending program for hard-to-reach members, particularly those experiencing housing instability.⁹
- embedding CCCM staff in EDs.
- creating a “Navigation Center” to manage referrals outside the ACO, handle appointment scheduling, and coordinate testing, follow-up, and documentation transfers.
- developing an assistance fund to support transportation vouchers¹⁰ and low-cost cell phones.¹¹

✓ **Connection with navigation and care management services**

- utilizing EHR-based documentation transfer during warm handoffs.
- establishing daily or weekly care management huddles that connect PCPs and CCCM teams and streamline care transitions.

⁹ ACOs should first utilize Lifeline program for members as appropriate

¹⁰ ACOs should utilize MassHealth Transportation (PT-1) for member needs first as appropriate.

¹¹ ACOs should first utilize Lifeline program for members as appropriate.

✓ **Referrals and follow-up**

- utilizing EHR messaging tools to better describe the purpose of specialty consults and a plan for follow-up communication.
- automating referral tracking and management, using flags to prompt referrals, linked directories to suggest appropriate providers and services, notifications to care managers when referral results are available, and databases allowing care teams to easily identify follow-up needs.

6. POPULATION HEALTH MANAGEMENT

On Track Description

Characteristics of ACOs considered On track:

✓ **Integration of health-related social needs**

- standardizes screening for health-related social needs (HRSN) that includes housing, food, and transportation;
- incorporates HRSN with other factors to target members for more intensive services;
- Builds mature partnerships with community-based organizations to whom they can refer members for services
- has a plan approved for provision of flexible services;

✓ **Population health analysis**

- articulates a coherent strategy for stratifying members to service intensity and use of a population health analysis platform to combine varied data sources, develop registries of high-risk members, and stratify members at the ACO level.
- integrates cost data into reports given regularly to providers to facilitate cost-of-care management.

✓ **Program development informed by population health analysis**

- offers PHM programs that target all eligible members (not just facility-specific), and target members by medical diagnosis, BH needs (including non-CP eligible), HRSNs, care transitions;
- offer interactive wellness programs such as smoking cessation, diet/weight management.

Results

The IA finds that AHP MVACO is **On track with no recommendations** in the Population Health Management focus area.

Integration of health-related social needs

AHP MVACO conducts standardized screening for health-related social needs (HRSN) that includes housing, food, and transportation and incorporates HRSN with other factors to target members for more intensive services. These screenings inform the development of HRSN programs such as: transportation vouchers¹², providing phones to members, programs to increase member engagement

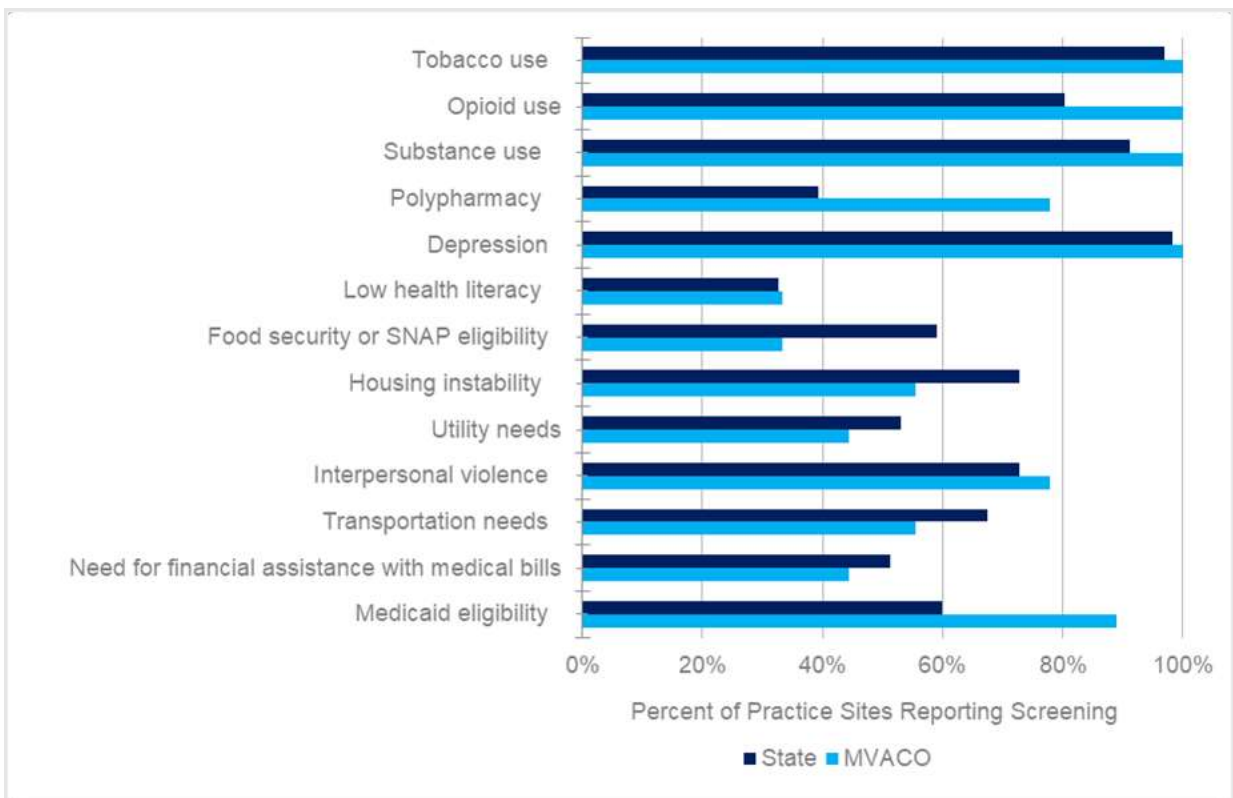
12

in their care by providing group exercise classes or health education, medical interpreter services to increase health literacy, and a training for staff to better engage members who might not be able to understand English.

All AHP MVACO practice sites responding to the ACO Practice Site Administrator Survey indicated screening for depression, substance use, opioid use, and tobacco use. AHP MVACO Practice sites responding to the survey also indicated that they conduct screening for a range of needs including housing instability, transportation needs, utility needs, and need for financial assistance with medical bills (Figure 5).

AHP MVACO is working to develop and integrate mature partnerships with community-based organizations to whom they can refer members for services. In 2017, the Greater Lawrence Family Health Center screened a sample of 1272 GLFHC members who were seen for medical appointments and found that 67% experienced food insecurity. AHP MVACO partnered with local agencies such as the Greater Lawrence Family Health Center and the Greater Boston Food Bank (GBFB) to hold free monthly produce mobile markets to members and community members since August 2016. As of December 2017, AHP MVACO reports that 16 mobile markets have been held, and more than 185,000 pounds of free produce have been distributed. AHP MVACO has received approval for their plan for provision of flexible services.

Figure 2. Prevalence of Screening for social and other needs at Practice Sites



Number of Practices Reporting in the State, N = 225

Number of Practices Reporting in MVACO, N = 9

Figure displays responses to Q14. *For which of the following are MassHealth members in your practice systematically screened? Select if screening takes place at any level (Managed Care Organization, Accountable Care Organization, Practice, CP)*

Statistical significance testing was not done due to small sample size.

Population health analysis

AHP MVACO maintains registries of high-risk members, has a coherent strategy for stratifying members to service intensity, and combines varied data sources to develop registries and stratify members. The PAU at the MCO supports this risk stratification process and uses a predictive modeling tool to develop a monthly list of high-risk members with unique health needs. These needs are identified via an algorithm based on social and behavioral determinants of health, medical, BH, SUD, and pharmacy claim data. The PAU members also review the output of the predictive modeling tool and the care management team's potential impact.

The Air Traffic Control (ATC) team then reviews the list of high-risk AHP MVACO members and additional member information in the EHR. From the EHR, the team also has access to and reviews additional medical data, social and BH data, any existing relationships with LTSS and/or BH CPs, and existing PCP relationships. The ATC team also receives referrals directly from clinicians, PCPs, utilization management reviewers, and Community Partners provide community risk evaluations. Based on all of these sources, the ATC identifies members who would most benefit from care management services and assigns them to the appropriate care management team.

One of the ACO's DSRIP goals is to manage "cost and utilization by supporting the data needs through the data warehouse to be able to determine any decreases in utilization rates of emergency room and inpatient admissions for members enrolled in care management." AHP MVACO uses a centralized data warehouse, including hardware, software, consulting services, Business Intelligence Director and senior data analyst in order to integrate clinical data from the health center's EHR, the hospital's EHR and financial claims data from AHP and worked to integrate care plan information from the CCA system used for care management workflows and documentation during PY2.

AHP MVACO utilizes total cost of care (TCOC) performance accountability goals, and reports that care team members are educated on the quality goals so that anyone working with members can help achieve those goals and inform treatment decisions.

Program development informed by population health analysis

AHP MVACO offers programs informed by HRSN screening, including one focused on a "face to face model of care coordination delivered in the community, visiting members in their homes, during hospitalizations, shelters or other public venues." Serving both the adult and pediatric populations, the program aims to reduce uncoordinated care, improve quality of life, and reduce ER and inpatient visits/admissions.

Another program, a collaboration between the MCO and a collaboration between the MCO and a CP, developed an integrated care model to support members impacted by serious mental illness (SMI). The program aims to meet the complex and special needs of members with co-morbid medical and BH conditions and identifies members based on critical population health needs, such as housing, food, transportation, and also offers links to community-based BH resources. In 2019, AHP MVACO combined the programs into one program called "Your Care Circle."

Recommendations

The IA has no recommendations for the Population Health Management focus area.

Promising practices that ACOs have found useful in this area include:

- ✓ **Integration of health-related social needs**
 - implementing universal HRSN screening in all primary care sites and behavioral health outpatient sites.
 - using screening tools designed to identify members with high BH and LTSS needs.

- using root-cause analysis to identify underlying HRSNs or unmet BH needs that may be driving frequent ED utilization or readmissions.
 - partnering with local fresh produce vendors, mobile grocery markets, and food banks to provide members with access to healthy meals.
 - providing a meal delivery service, including medically tailored meals, for members who are not able to shop for or prepare meals.
 - organizing a cross-functional committee to understand and address the impact of homelessness on members' health care needs and utilization.
 - enabling members and CCCM field staff to document HRSN screenings in the EHR using tablet devices with a secure web-based electronic platform.
 - automating referrals to community agencies in the EHR/care management platform.
- ✓ **Population health analysis**
- developing and utilizing condition-specific dashboard reports for performance monitoring that include ED and hospital utilization and total medical expense.
 - developing key performance indicator (KPI) dashboards, viewable by providers, that track financial and operational metrics and provide insights into patient demographics and how the population utilizes services.
 - developing a registry or roster that includes cost and utilization information from primary care and specialty services for primary care teams and ACO leadership to better serve MassHealth ACO members.
 - implementing single sign-on and query capability into the online Prescription Monitoring Program, so that providers can quickly access and monitor past opioid prescriptions to promote safe opioid prescribing.
- ✓ **Program development informed by population health analysis**
- engaging top level ACO leadership in design and oversight of PHM strategy.
 - developing methods to assess members' impactability as well as their risk, so that programs can be tailored for and targeted to the members most likely to benefit.
 - developing services that increase access to real-time BH care, such as an SUD urgent care center.
 - developing programs that address BH needs and housing instability concurrently.
 - offering SUD programs tailored to subgroups such as pregnant members, LGBT members, and members involved with the criminal justice system allowing the care team to specialize in helping these vulnerable populations.
 - providing education at practice sites or community locations such as:
 - medication workshops that cover over-the-counter and prescription medication side effects, how to take medications, knowing what a medication is for, and identifying concerns to share with the doctor.
 - expectant parenting classes that cover preparation for childbirth, breastfeeding, siblings, newborn care, and child safety.

- cooking classes that offer recipes for healthy and cost-effective meals.
- offering items that support family health such as:
 - free diapers for members who have delivered a baby as an incentive to keep a postpartum appointment within 1-12 weeks after delivery.
 - car seats, booster seats, and bike helmets.
 - dental kits.

OVERALL FINDINGS AND RECOMMENDATIONS

The IA finds that AHP MVACO is On track or On track with limited recommendations across all six focus areas of progress under assessment at the midpoint of the DSRIP Demonstration. No recommendations are provided in the following focus areas:

- Organizational Structure and Engagement
- Integration of Systems and Processes
- Population Health Management

The IA encourages AHP MVACO to review its practices in the following aspects of the focus areas, for which the IA did not identify sufficient documentation to assess or confirm progress:

Workforce Development

- pursuing additional workforce retention strategies, such as: educational assistance, ongoing licensing and credentialing, or loan forgiveness in retention strategies.

Health Information Technology and Exchange

- developing system integration which allows for the electronic transmission of Member contact information, comprehensive needs assessments and care plans to/from affiliated and non-affiliated providers

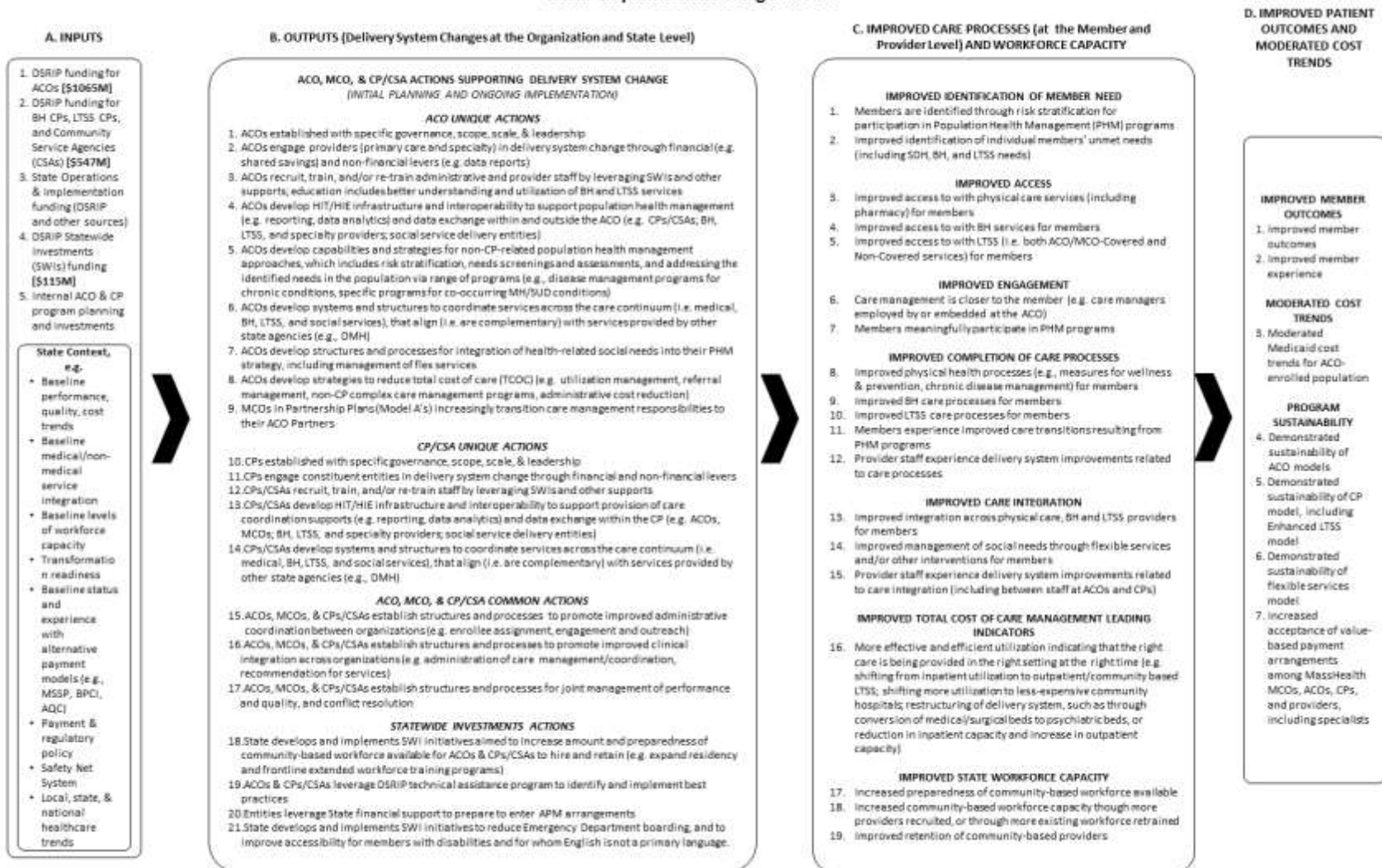
Care Coordination and Care Management

- incorporating social workers into care management teams and integrating BH services, including OBAT, into primary care.

AHP MVACO should carefully self-assess the areas noted above, and consider the corresponding promising practices identified by the IA for each focus area. Any action taken in response to the recommendations must comply with contractual requirements and programmatic guidance.

APPENDIX I: MASSHEALTH DSRIP LOGIC MODEL

DSRIP Implementation Logic Model



APPENDIX II: METHODOLOGY

The Independent Assessor (IA) used participation plans, annual and semi-annual reports, survey responses, and key informant interviews (KIIs) to assess progress of Accountable Care Organizations¹³ (ACOs) towards the goals of DSRIP during the time period covered by the MPA, July 1, 2017 through December 31, 2019.

Progress was defined by the ACO actions listed in the detailed MassHealth DSRIP Logic Model (Appendix I), organized into a framework of six focus areas which are outlined below. This model was developed by MassHealth and the Independent Evaluator¹⁴ (IE) to tie together the implementation steps and the short- and long-term outcomes and goals of the program. It was summarized into a high-level logic model which is described in the CMS approved Massachusetts 1115 MassHealth Demonstration Evaluation Design document (<https://www.mass.gov/doc/ma-independent-evaluation-design-1-31-19-0/download>).

The question addressed by this assessment is:

To what extent has the ACO taken organizational level actions, across six areas of focus, to transform care delivery under an accountable and integrated care model?

DATA SOURCES

The MPA drew on multiple data sources to assess organizational performance in each focus area, including both historical data contained in the documents that ACOs were required to submit to MassHealth, and newly collected data gathered by the IA and/or IE. The IA performed a desk review of documents that ACOs were required to submit to MassHealth, including participation plans, annual and semi-annual reports. In addition, the IA developed and conducted an ACO Practice Site Administrator survey to investigate the practices and perceptions of participating primary care practices. The IE developed a protocol for ACO Administrator KIIs, which were conducted jointly by the IA and the IE.

List of MPA data sources:

Documents submitted by ACOs to MassHealth covering the reporting period of July 1, 2017 through December 31, 2019:

- Full Participation Plans (FPPs)
- Semi-annual and Annual Progress Reports (SPRs, APRs)
- Budgets and Budget Narratives (BBNs)

Newly Collected Data

- ACO Administrator KIIs
- ACO Practice Site Administrator Survey

¹³ See the ACO Background section for a description of the organization. In the case of a Model A ACO, an Accountable Care Partnership Plan, the assessment encompasses the partner managed care organization (MCO).

¹⁴ The Independent Evaluator (IE) – a distinct role separate from the Independent Assessor – is responsible for evaluating the outcomes of the Demonstration.

FOCUS AREA FRAMEWORK

The ACO MPA assessment findings cover six “focus areas” or aspects of health system transformation. These were derived from the DSRIP logic model, by grouping organizational level actions referenced in the logic model into the following domains:

1. Organizational Structure and Engagement
2. Integration of Systems and Processes
3. Workforce Development
4. Health Information Technology and Exchange
5. Care Coordination and Management
6. Population Health Management

Table 1 shows the ACO actions that correspond to each focus area. This framework was used to assess each ACO’s progress. A rating of On track indicates that the ACO has made appropriate progress in accomplishing each of the actions for the focus area. Where gaps in progress were identified, the ACO was rated “On track with limited recommendations” or, in the case of more substantial gaps, “Opportunity for improvement.”

Table 1. Framework for Organizational Assessment of ACOs

Focus Area	ACO Actions
Organizational Structure and Governance	<ul style="list-style-type: none"> • ACOs established with specific governance, scope, scale, & leadership • ACOs engage providers (primary care and specialty) in delivery system change through financial (e.g. shared savings) and non-financial levers (e.g. data reports)
Integration of Systems and Processes	<ul style="list-style-type: none"> • ACOs establish structures and processes to promote improved administrative coordination between organizations (e.g. enrollee assignment, engagement and outreach) • ACOs establish structures and processes to promote improved clinical integration across organizations (e.g. administration of care management/coordination, recommendation for services) • ACOs establish structures and processes for joint management of performance and quality, and conflict resolution • Accountable Care Partnership Plans (Model A) transition more of the care management responsibilities to their ACO Partners over the course of the Demonstration
Workforce Development	<ul style="list-style-type: none"> • ACOs recruit, train, and/or re-train administrative and provider staff by leveraging Statewide Investments (SWIs) and other supports; education includes better understanding and utilization of behavioral health (BH) and long-term services and supports (LTSS)
Health Information Technology and Exchange	<ul style="list-style-type: none"> • ACOs develop Health Information Technology and Exchange (HIT/HIE) infrastructure and interoperability to support provision of population health management (e.g. reporting, data analytics) and data exchange within and outside the ACO (e.g. Community Partners/Community Service Agencies (CPs/CSAs), BH, LTSS, and specialty providers)
Care Coordination and Care Management	<ul style="list-style-type: none"> • ACOs develop systems and structures to coordinate services across the care continuum (i.e. medical, BH, LTSS, and social services), that align (i.e. are complementary) with services provided by other state agencies (e.g., Department of Mental Health (DMH))

Population Health Management

- ACOs develop capabilities and strategies for non-CP-related population health management approaches, which include risk stratification, needs screenings and assessments, and addressing the identified needs in the population via range of programs (e.g., disease management programs for chronic conditions, specific programs for co-occurring mental health (MH)/substance use disorder (SUD) conditions)
- ACOs develop structures and processes for integration of health-related social needs (HRSN) into their Population Health Management (PHM) strategy, including management of flexible services
- ACOs develop strategies to reduce total cost of care (TCOC; e.g. utilization management, referral management, non-CP complex care management programs, administrative cost reduction)

ANALYTIC APPROACH

The ACO actions are broad enough to be accomplished in a variety of ways by different ACOs, and the scope of the IA is to assess progress, not to prescribe the best approach for an ACO. Moreover, no pre-established benchmark is available to determine what represents adequate progress at the midpoint. The need for a realistic threshold of expected progress led the IA to use a semi-empirical approach to define the state that should be considered On track. Guided by the focus areas, the IA performed a preliminary review of Full Participation Plans, which identified a broad range of activities and capabilities that fell within the logic model actions. This provided specific operational examples of how ACOs can accomplish the logic model actions for each focus area. Once an inclusive list of specific items was compiled, the IA considered the prevalence of each item, and relevance to the focus area. A descriptive definition of On track performance for each focus area was developed from the items that had been adopted by a plurality of ACOs. Items that had been accomplished by only a small number of ACOs were considered to be emerging practices, and were not included in the expectations for On track performance. This calibrated the threshold for expected progress to the actual performance of the cohort as a whole.

Qualitative coding of documents to focus areas, and analysis of survey results relevant to each focus area, were used to assess whether and how each ACO had accomplished the actions for each focus area. The assessment was holistic, and as such did not require that ACOs meet every item on a list. A finding of On track was made where the available evidence demonstrated that the entity had accomplished all or nearly all of the expected items, and there are no recommendations for improvement. Where evidence was lacking in the results of desk review and survey, keyword searches of KII interview transcripts were used to seek additional information. Prior to finalizing the findings for an entity, the multiple reviewers convened to confirm that thresholds were applied consistently, and that the reasoning was clearly articulated and documented.

A rating of On track indicates that the ACO has made appropriate progress in accomplishing the indicators for the focus area. Where gaps in progress were identified, the entity was rated On track with limited recommendations or, in the case of more substantial gaps, Opportunity for improvement.

DATA COLLECTION

ACO Practice Site Administrator Survey Methodology

The aim of the ACO Practice Site Administrator Survey was to systematically measure ACO implementation and related organizational factors from the perspective of the ACOs' participating primary care practice sites. For the purpose of this report, "practice site" refers to an adult or pediatric primary care practice location.

The results of the survey were used in combination with other data sources to assess ACO cohort-wide performance in the MPA focus areas. The survey did not seek to evaluate the success of the DSRIP

program. Rather, the survey focused on illuminating the connections between structural components and implementation progress across various ACO types and / or cohorts for the purpose of midpoint assessment.

Survey Development: The survey tool was structured around the MPA focus areas described previously, with questions pertaining to each of the six areas. Following a literature review of existing validated survey instruments, questions were drawn from the National Survey of ACOs, National Survey of Healthcare Organizations and Systems, and the Health System Integration Manager Survey to develop measures relevant to the State and appropriate for the target group. Cognitive testing (field testing) of the survey was conducted at 4 ACO practice sites. Following the cognitive testing and collaboration with the State, survey questions were added or modified to better align with the purpose of the MPA and the target respondents.

Sampling: A sampling methodology was developed to yield a sample of practice sites that is reasonably representative of the ACO universe of practice sites. First, practice sites serving fewer than 50 attributed members were excluded. Next, a random sample of 30 sites was selected within each ACO; if an ACO had fewer than 30 total sites, all sites were included. A stratified approach was applied in order to draw a proportional distribution of sites across Group Practices and Health Centers (Health Centers include both Community Health Centers and Hospital-Licensed Health Centers). A 64% survey response rate was achieved; 225 practice sites completed the survey, out of 353 sampled sites. The responses were well-balanced across practice site type (Table 1) and across geographical region (Table 2).

Table 1. Distribution of Practice Site Types

Distribution of Sites by Practice Site Type		
	Group Practices	Health Centers
Percentage of Practice Site Types in Survey Sample (N=353)	80%	20%
Percentage of Practice Site Types in Surveys Completed (N=225)	78%	22%

Table 2. Distribution of Practices Across Geography

Regional Distribution of Practice Sites					
	Central	Greater Boston	Northern	Southern	Western
Distribution of Practice Sites in Sample (N=353)	16%	22%	25%	24%	13%
Distribution of Practice Sites Responses (N = 225)	16%	19%	25%	25%	14%

Administration: The primary contact for each ACO was asked to assist in identifying the best individual to respond to the survey for each of the sites sampled. The survey was administered using an online platform; the survey opened July 18, 2019 and closed October 2, 2019. Survey recipients were e-mailed an introduction to the survey, instructions for completing it, a link to the survey itself, and information on where to direct questions. Multiple reminders were sent to non-responders, followed by phone calls reminding them to complete the survey.

Analysis: Results were analyzed using descriptive statistics at both the individual ACO level (aggregating all practice site responses for a given ACO) and the statewide ACO cohort level (aggregating all responses). Given the relatively small number of sites for each ACO, raw differences among ACOs, or between an ACO and the statewide aggregate results, should be viewed with caution. The sample was not developed to support tests of statistical significance at the ACO level.

Key Informant Interviews

Key Informant Interviews (KII) of ACO Administrators were conducted in order to understand the degree to which participating entities are adopting core ACO competencies, the barriers to transformation, and the organization's experience with state support for transformation.¹⁵ Keyword searches of the KII transcripts were used to fill gaps identified through the desk review process.

¹⁵ KII were developed by the IE and conducted jointly by the IE and the IA. The IA utilized the KII transcripts as a secondary data source; the IA did not perform a full qualitative analysis of the KII.

APPENDIX III: AHP MVACO PRACTICE SITE ADMINISTRATOR SURVEY RESULTS

The ACOs survey results, in their entirety, are provided in this appendix. The MassHealth DSRIP Midpoint Assessment Report provides statewide aggregate results.

- 14 practice sites were sampled; 9 responded (64% response rate)
- Survey questions are organized by focus area.
- The table provides the survey question, answer choices, and percent of respondents that selected each available answer. Some questions included a list of items, each of which the respondent rated. For these questions (i.e., Q# 12), the items rated appear in the answer choices column.
- NA indicates an answer choice that is not applicable to the survey question.

FOCUS AREA: ORGANIZATIONAL STRUCTURE AND ENGAGEMENT

Q#	Question	Question Components or Answer Choices	1	2	3	4	5	6	7	Don't Know
12	In the past year, to what degree have the following practices in your clinic become more standardized, less standardized or not changed? <i>A lot less, a little less, no change, a little more, a lot more standardized (1-5), I Don't Know</i>	a. Physician compensation	0%	11%	11%	22%	33%	N/A	N/A	22%
		b. Performance management of physicians	0%	0%	0%	44%	33%	N/A	N/A	22%
		c. Care processes and team structure	0%	0%	22%	22%	56%	N/A	N/A	0%
		d. Hospital discharge planning and follow-up	0%	0%	11%	22%	67%	N/A	N/A	0%
		e. Recruiting and performance review	0%	0%	0%	11%	67%	N/A	N/A	22%
		f. Data elements in the electronic health record	0%	0%	0%	56%	44%	N/A	N/A	0%
21	To the best of your knowledge, in the past, has your practice participated in payment contract(s) together with the other clinical providers and practices that are now participating in the [ACO Name]? Select one.	a. Yes, with most of the clinical providers and practices that now compose this ACO (1) b. Yes, with some of the clinical providers and practices that now compose this ACO (2) c. No, this is our first time participating in a payment contract with the clinical providers and practices that compose this ACO (3) d. Don't know	44%	0%	0%	N/A	N/A	N/A	N/A	56%
22	Has your practice received any financial distributions (DSRIP dollars) as part of its engagement with the MassHealth Accountable Care Organization?	Yes (1) No (2) Don't know	11%	22%	N/A	N/A	N/A	N/A	N/A	67%
23	Is a representative from your practice site engaged in ACO governance?	Yes (1) No (2) Don't know	33%	33%	N/A	N/A	N/A	N/A	N/A	33%
24	To what extent do you feel your practice has had a say in important aspects of planning and decision making within the MassHealth Accountable Care Organization that affect your practice site?	Almost never had a say (1) Rarely had a say (2) Sometimes had a say (3) Usually had a say (4) Almost always had a say (5) Don't Know/Not Applicable	22%	0%	11%	33%	22%	N/A	N/A	11%
25	Please indicate the extent to which you agree or disagree with the following statement: ACO leaders have communicated to this practice site a vision for the MassHealth ACO and the care it delivers.	Strongly disagree (1) Disagree (2) Neither agree nor disagree (3) Agree (4) Strongly agree (5) Don't know/ Not applicable	0%	0%	11%	33%	56%	N/A	N/A	0%

26	To what extent do you agree or disagree with each of the following statements? <i>Strongly Disagree, Disagree, Neither agree nor disagree, Agree, Strongly agree (1-5) Don't Know/Not Applicable</i>	a. The MassHealth ACO is a resource and partner in problem-solving for our practice.	0%	0%	33%	22%	44%	N/A	N/A	0%
		b. When problems arise with other clinical providers in the MassHealth ACO, we are able to work jointly to find solutions.	0%	0%	22%	22%	56%	N/A	N/A	0%
		c. All entities in this MassHealth ACO work together to solve problems when needed.	0%	0%	33%	11%	56%	N/A	N/A	0%
28	Overall, how satisfied are you with your practice's experience as part of this MassHealth ACO?	Highly dissatisfied (1) Somewhat dissatisfied (2) Neither satisfied nor dissatisfied (3) Somewhat satisfied (4) Highly satisfied (5)	11%	0%	22%	22%	44%	N/A	N/A	N/A
34	In the past year, to what extent has your practice changed its processes and approaches to caring for MassHealth members?	a. Massive change - completely redesigned their care (1) b. A lot of change (2) c. Some change (3) d. Very little change (4) e. No change (5)	0%	56%	22%	22%	0%	N/A	N/A	N/A
35	In the past year, to what extent has your practice's ability to deliver high quality care to MassHealth members gotten better, gotten worse, or stayed the same?	Gotten a lot harder (1) Gotten a little harder (2) No change (3) Gotten a little easier (4) Gotten a lot easier (5)	0%	0%	11%	89%	0%	N/A	N/A	N/A
37	Which of the following approaches are used to manage the performance of individual physicians who practice at your site? Select all that apply.	a. Performance measures on quality are reported and shared with physicians (1) b. Performance measures on cost are reported and shared with physicians (2) c. One-on-one review and feedback is used (3) d. Individual financial incentives are used (4) e. Individual non-financial awards or recognition is used (5)	100%	67%	67%	56%	67%	N/A	N/A	N/A
38	To the best of your knowledge, has your practice ever participated in any of the following, either directly or through participation in a physician group or other organization authorized to enter into such an agreement on behalf of the practice? Select all that apply.	a. Bundled or episode-based payments (1) b. Primary care improvement and support programs (e.g. Comprehensive Primary Care Initiative, Patient Centered Medical Home, Primary Care Payment Reform etc.) (2) c. Pay for performance programs in which part of payment is contingent on quality measure performance (3) d. Capitated contracts with commercial health plans (e.g. Blue Cross Blue Shield Alternative Quality Contract, etc.) (4) e. Medicare ACO upside-only risk bearing contracts (Medicare Shared Savings Program tracks one and two) (5) f. Medicare ACO risk bearing contracts (Pioneer ACO, Next Generation ACO, Medicare Shared Savings Program track three) (6) g. Commercial ACO contracts (7)	13%	25%	88%	0%	0%	25%	38%	N/A

FOCUS AREA: INTEGRATION OF SYSTEMS AND PROCESSES

Q#	Question	Question Components or Answer Choices	1	2	3	4	5	6	7	Don't Know
1b	For the care coordination and management resources used by your practice, how many of these resources are MANAGED by people at the following organizations (e.g., overseen, supervised)? <i>None, Some, Most, or All of the Resources (1-4)</i>	a. An ACO/MCO	0%	22%	44%	33%	N/A	N/A	N/A	N/A
		b. The physical location and department where you work	22%	33%	33%	11%	N/A	N/A	N/A	N/A
		c. A community-based organization	33%	22%	22%	22%	N/A	N/A	N/A	N/A
		d. A different practice site, department, or location in your organization	33%	56%	0%	11%	N/A	N/A	N/A	N/A
		e. Other organization, entity, or location	22%	56%	22%	0%	N/A	N/A	N/A	N/A

1c	For the care coordination and management resources used by your practice, how many of these resources are HOUSED at the following locations (by housed we mean the place where these resources primarily provide patient services)? <i>None, Some, Most, or All of the Resources (1-4)</i>	a. An ACO/MCO	11%	11%	78%	0%	N/A	N/A	N/A	N/A
		b. The physical location and department where you work	22%	44%	22%	11%	N/A	N/A	N/A	N/A
		c. A community-based organization	22%	44%	22%	11%	N/A	N/A	N/A	N/A
		d. A different practice site, department, or location in your organization	22%	44%	22%	11%	N/A	N/A	N/A	N/A
		e. Other organization, entity, or location	33%	44%	11%	11%	N/A	N/A	N/A	N/A
3	For your MassHealth members who receive care coordination and management services from more than one program or person, how often do these resources operate together efficiently?	Never (1) Rarely (2) Sometimes (3) Usually (4) Always (5) Don't Know/Not Applicable	0%	0%	22%	56%	22%	N/A	N/A	0%
8b	In the last 12 months, how often were your MassHealth members with behavioral health conditions referred to the following entities when needed? <i>Almost Never, Rarely, Sometimes, Often, Almost Always (1-5), I Don't Know</i>	a. prescribing clinicians, including psycho-pharmacologists and psychiatrists (MDs)	22%	22%	0%	11%	44%	N/A	N/A	0%
		b. counseling therapists, including clinical social workers	33%	0%	0%	11%	56%	N/A	N/A	0%
		c. any type of care coordinator/manager to address behavioral health treatment, including addiction services	22%	11%	33%	0%	33%	N/A	N/A	0%
		d. any type of care coordinator/manager to address health-related social needs (housing, support, etc.)	11%	0%	44%	11%	33%	N/A	N/A	0%
10	How difficult is it for your practice to obtain treatment for your MassHealth members with opioid use disorders?	Nearly impossible (1) Very difficult (2) Somewhat difficult (3) A little difficult (4) Not at all difficult (5) Don't Know/Not Applicable	11%	11%	0%	11%	67%	N/A	N/A	0%
15	If screening for the needs in the previous question is performed at a level other than the practice (e.g., by an accountable care organization), how often does your practice have access to the results?	Almost Never, Rarely, Sometimes, Usually, Almost Always (1-5) Not Applicable	0%	11%	22%	22%	44%	N/A	N/A	0%
31	Currently which of the following best describes how many MassHealth members in your practice are receiving care coordination services from a MassHealth designated Community Partner?	Very few (1) More than very few, but not many (2) About half (3) A majority (4) Nearly all (5) I don't know/I'm not aware)	0%	0%	22%	33%	11%	N/A	N/A	33%
32	How frequently have clinicians, staff and/or administrators interacted with Community Partner organization staff in coordinating these patients' care?	Almost Never (1) Rarely (2) Sometimes (3) Often (4) Almost Always (5) Don't know	0%	0%	33%	33%	33%	N/A	N/A	0%
33	To the best of your knowledge, how has the existence of Community Partners impacted your ability to provide high quality care, for your MassHealth members?	Has made it harder almost all of the time (1) Has made it harder some of the time (2) Has made little or no change (3) Has made it easier some of the time (4) Has made it easier almost all of the time (5) Don't know	0%	0%	17%	50%	17%	N/A	N/A	17%

FOCUS AREA: WORKFORCE DEVELOPMENT

Q#	Question	Question Components or Answer Choices	1	2	3	4	5	6	7	Don't Know
27	In the past year, which of the following resources has your practice accessed as part of its involvement in this MassHealth ACO? Select all that apply.	(1) The MassHealth ACO has provided resources and/or assistance to help recruit providers and/or staff (2) The MassHealth ACO has provided resources and/or assistance to help train providers and/or staff (3) Providers and/or staff have taken part in trainings made available directly by MassHealth (4) Providers and/or staff have received training focused on behavioral health and long-term services and supports. (5) DSRIP Statewide Investments (e.g. Student Loan Repayment Program) have been provided to help in training and/or recruiting.	44%	78%	44%	22%	11%	NA	NA	NA

FOCUS AREA: HEALTH INFORMATION TECHNOLOGY AND EXCHANGE

Q#	Question	Question Components or Answer Choices	1	2	3	4	5	6	7	Don't Know
13	Which of the following technologies are in use at your practice? Select all that apply.	(1) Electronic health record (2) Care management platform (3) Population health management platform (4) Other technology	100%	33%	44%	33%	N/A	N/A	N/A	N/A
13_EHR	To what extent do you agree that the Electronic Health Record improves your ability to coordinate care for your MassHealth members?	<i>Strongly disagree, Disagree, Neither agree nor disagree, Agree, Strongly agree (1-5) Don't Know</i>	0%	0%	11%	33%	56%	N/A	N/A	0%
13_CMP	To what extent do you agree that the Care Management Platform improves your ability to coordinate care for your MassHealth members?	<i>Strongly disagree, Disagree, Neither agree nor disagree, Agree, Strongly agree (1-5) Don't Know</i>	0%	0%	0%	33%	67%	N/A	N/A	0%
Q13_PHP	To what extent do you agree that the Population Health Platform improves your ability to coordinate care for your MassHealth members?	<i>Strongly disagree, Disagree, Neither agree nor disagree, Agree, Strongly agree (1-5) Don't Know</i>	0%	0%	0%	0%	100%	N/A	N/A	0%

FOCUS AREA: CARE COORDINATION AND CARE MANAGEMENT

Q#	Question	Question Components or Answer Choices	1	2	3	4	5	6	7	Don't Know
1a	Which of the following care coordination and management resources has your practice used in the past 12 months for your MassHealth members? Select all.	Community Health Workers (1) Patient Navigators/Referral Navigators (2) Nurse Manager/Care Coordinator (3) Any other (non-nurse) Care Coordinator/Manager (4) Social Worker (5) Other title (6)	67%	33%	67%	22%	56%	33%	N/A	N/A
2	In the past 12 months to what extent have these coordination and management resources helped your practice's efforts to deliver high quality care to your MassHealth members?	<i>Not at all, A little, Somewhat, Mostly, A great deal (1-5)</i>	0%	11%	11%	56%	22%	N/A	N/A	N/A

4	In the past 12 months, how often was it difficult for staff in your practice site to do each of the following for your MassHealth members? <i>Always, Usually, Sometimes, Rarely, Never Difficult (1-5)</i> <i>Don't Know</i>	a. Learn the result of a test your practice site ordered	0%	0%	0%	44%	56%	N/A	N/A	0%
		b. Know that a patient referred by your practice site was seen by the consulting clinician	0%	11%	11%	44%	11%	N/A	N/A	22%
		c. Learn what the consulting clinician recommends for your practice site's patient	0%	11%	22%	33%	22%	N/A	N/A	11%
		d. Transmit relevant information about a patient who your practice site refers to a consulting clinician	0%	11%	33%	11%	33%	N/A	N/A	11%
		e. Reach the consulting clinician caring for a patient when your staff need to	0%	11%	11%	33%	33%	N/A	N/A	11%
5	To what extent do you agree or disagree that providers and/or staff follow a clear, established process for each of the following? <i>There is no process in place, Strongly Disagree, Disagree, Neither agree nor disagree, Agree, Strongly Agree (1-6); Don't Know/Not Applicable</i>	a. Arranging eye care from an ophthalmologist or optometrist	0%	0%	0%	0%	56%	44%	N/A	0%
		b. Confirming that a diabetic eye exam was performed	0%	0%	11%	22%	44%	22%	N/A	0%
		c. Ensuring that [Practice Name] receives the ophthalmologist or optometrist consult note	0%	0%	0%	22%	78%	0%	N/A	0%
6	For your complex high-need MassHealth patients, how often is any type of care coordination or management resource involved in helping the patient adhere to the care plan? <i>Almost Never, Rarely, Sometimes, Often, Almost Always (1-5)</i>	a. Any type of care coordinator/manager	0%	0%	33%	56%	11%	N/A	N/A	N/A
		b. Any type of non-clinician (e.g., community health worker)	0%	0%	44%	44%	11%	N/A	N/A	N/A
		c. Targeted interventions for patients who have been risk stratified into a high need sub-group	0%	11%	22%	56%	11%	N/A	N/A	N/A
		d. Home visits	0%	11%	67%	22%	0%	N/A	N/A	N/A
7	For complex, high-need MassHealth members, how often does your practice use each of the following resources to help the patient adhere to the care plan? <i>Almost Never, Rarely, Sometimes, Often, Almost Always (1-5)</i>	a. Referral to community-based services for health-related social needs	0%	0%	22%	44%	33%	N/A	N/A	N/A
		b. Communication with the patient within 72 hours of discharge	0%	0%	0%	44%	56%	N/A	N/A	N/A
		c. Home visit after discharge	11%	22%	56%	11%	0%	N/A	N/A	N/A
		d. Discharge summaries sent to primary care clinician within 72 hours of discharge	0%	11%	11%	44%	33%	N/A	N/A	N/A
		e. Standardized process to reconcile multiple medications	0%	0%	11%	56%	33%	N/A	N/A	N/A
8a	In the last 12 months, how often were your MassHealth members with behavioral health conditions referred to the following entities when needed? <i>Almost Never, Rarely, Sometimes, Usually, Almost Always within the practice site (1-5), Don't Know/Not Applicable</i>	a. prescribing clinicians, including psycho-pharmacologists and psychiatrists (MDs)	0%	0%	11%	44%	33%	N/A	N/A	11%
		b. counseling therapists, including clinical social workers	0%	0%	0%	33%	56%	N/A	N/A	11%
		c. any type of care coordinator/manager to address behavioral health treatment, including addiction services	0%	0%	0%	33%	56%	N/A	N/A	11%
		d. any type of care coordinator/manager to address health-related social needs (housing, support, etc.)	0%	0%	11%	33%	44%	N/A	N/A	11%
9	To what extent do you agree or disagree that providers and/or staff follow a clear, established process for MassHealth members obtaining the following behavioral health services? <i>There is no process in place, Strongly Disagree, Disagree, Neither agree nor disagree, Agree, Strongly Agree (1-6); Don't Know/Not Applicable</i>	a. Scheduling the appropriate behavioral health services	0%	0%	11%	33%	33%	22%	N/A	0%
		b. Confirming that behavioral health services were received	0%	0%	11%	11%	67%	11%	N/A	0%
		c. Ensuring that your practice site receives the prescribing clinician, counseling therapist, or any type of care coordinator/manager's consult note, as appropriate	0%	0%	11%	33%	33%	22%	N/A	0%
		d. Establishing when a prescribing clinician, counseling therapist, or any type of care coordinator/manager will share responsibility for co-managing the patient's care	0%	0%	11%	44%	22%	22%	N/A	0%

11	To what extent do you agree or disagree that providers follow a clear, established process for the following activities? <i>There is no process in place, Strongly Disagree, Disagree, Neither agree nor disagree, Agree, Strongly Agree (1-6); Don't Know/Not Applicable</i>	a. Screening for service needs at home that are important for the patient's health?	0%	0%	0%	0%	56%	44%	N/A	0%
		b. Choosing among LTSS providers?	0%	0%	11%	11%	56%	11%	N/A	11%
		c. Referring patients to specific LTSS providers with which your office has a relationship?	0%	0%	0%	0%	56%	44%	N/A	0%
		d. Confirming that the recommended LTSS have been provided?	0%	0%	11%	11%	33%	44%	N/A	0%
		e. Establishing relationships with LTSS providers who serve your patients?	0%	0%	11%	11%	33%	44%	N/A	0%
		f. Getting updates about a patient's condition from the LTSS providers?	0%	0%	0%	22%	33%	44%	N/A	0%
17	When MassHealth members receive referrals to social service organizations, how often is your practice aware that those patients have received support from those organizations?	Almost Never, Rarely, Sometimes, Usually, Almost Always (1-5) Not Applicable	0%	22%	11%	33%	33%	N/A	N/A	0%
18	Does your practice regularly provide any of the following? Select all that apply.	Scheduling to enable same day appointments (1) Appointments on weekdays before 8 am or after 5 pm (2) Appointments on weekends (3) Home visits carried out by practice staff or a clinician (4) Clinical pharmacy services provided after discharge at the practice site (5) Care that is provided in part or in whole by phone or electronic media (e.g., patient portal, e-mail, telemedicine technology) (6)	100%	67%	22%	67%	67%	89%	N/A	N/A

FOCUS AREA: POPULATION HEALTH MANAGEMENT

Q#	Question	Question Components or Answer Choices	1	2	3	4	5	6	7	Don't Know
14	For which of the following are MassHealth members in your practice systematically screened? Select if screening takes place at any level (Managed Care Organization, Accountable Care Organization, Practice, CP)	a. tobacco use	100%	N/A	N/A	N/A	N/A	N/A	N/A	N/A
		b. opioid use	100%	N/A	N/A	N/A	N/A	N/A	N/A	N/A
		c. substance use	100%	N/A	N/A	N/A	N/A	N/A	N/A	N/A
		d. polypharmacy	78%	N/A	N/A	N/A	N/A	N/A	N/A	N/A
		e. depression	100%	N/A	N/A	N/A	N/A	N/A	N/A	N/A
		f. low health literacy	33%	N/A	N/A	N/A	N/A	N/A	N/A	N/A
		g. food security or SNAP eligibility	33%	N/A	N/A	N/A	N/A	N/A	N/A	N/A
		h. housing instability	56%	N/A	N/A	N/A	N/A	N/A	N/A	N/A
		i. utility needs	44%	N/A	N/A	N/A	N/A	N/A	N/A	N/A
		j. interpersonal violence	78%	N/A	N/A	N/A	N/A	N/A	N/A	N/A
		k. transportation needs	56%	N/A	N/A	N/A	N/A	N/A	N/A	N/A
		l. need for financial assistance with medical bills	44%	N/A	N/A	N/A	N/A	N/A	N/A	N/A
		m. Medicaid eligibility	89%	N/A	N/A	N/A	N/A	N/A	N/A	N/A
		n. none of the above	0%	N/A	N/A	N/A	N/A	N/A	N/A	N/A
16	How often are MassHealth members referred from your practice to social service organizations to address health-related social needs (e.g., housing, food security)?	Almost Never, Rarely, Sometimes, Usually, Almost Always (1-5) Not Applicable	11%	0%	33%	0%	56%	N/A	N/A	0%

19	What is the main source of information that your practice uses to identify which of your MassHealth members are complex, high need patients? Select one.	a. We perform an ad hoc review of information from our own practice's system(s) (e.g., EHR) when we think it is relevant (1) b. We regularly apply systematic risk stratification algorithms in our practice using our patient data (2) c. We receive risk stratification information from a managed care organization or accountable care organization (3) d. We do not have a way of knowing which patients are complex/high need (4) e. Don't know	11%	0%	22%	11%	N/A	N/A	N/A	56%
29	Please select the option below that best describes the change in the past year in your practice site's ability to tailor delivery of care to meet the needs of patients affected by health inequities (e.g., by using culturally and linguistically appropriate services):	<p>Gotten a lot harder (1)</p> <p>Gotten a little harder (2)</p> <p>No change (3)</p> <p>Gotten a little easier (4)</p> <p>Gotten a lot easier (5)</p>	0%	22%	22%	44%	11%	N/A	N/A	N/A
30	How often does your practice site use site-specific data to identify health inequities within its served population? For example, data might include EHR charts or ACO reports.	<p>Annually (1)</p> <p>Bi-annually (2)</p> <p>Quarterly (3)</p> <p>Monthly (4)</p> <p>On an ad hoc basis (5)</p> <p>We do not have access to this type of data. (6)</p> <p>We have access to this type of data but do not analyze it for health inequities. (7)</p>	0%	0%	22%	44%	0%	22%	11%	N/A

GENERAL QUESTIONS

Q#	Question	Question Components or Answer Choices	1	2	3	4	5	6	7	Don't Know
20	Our records show that your practice is participating in the [ACO name] for some or all of its MassHealth Medicaid patients. Is that correct?	Yes (1) I am not aware of this (2)	100%	0%	N/A	N/A	N/A	N/A	N/A	N/A
20_O	Were you able to find a colleague who can help you answer questions about [ACO Name]?	Yes (1) No (2)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
20a	Currently, which of the following best describes how many of your practice's patients are covered by [ACO Name]?	Very few (1) A minority (2) About half (3) A clear majority (4) Nearly all (5)	0%	11%	44%	44%	0%	N/A	N/A	N/A
36	Who owns your practice? (select one)	a. Independently owned (1) b. A larger physician group (2) c. A hospital (3) d. A healthcare system (may include a hospital) (4) e. Other (please specify) (5)	67%	0%	0%	33%	0%	N/A	N/A	N/A
39	Which of the following best describes your practice site?	Adult (1) Pediatric (2) Both (3)	11%	0%	89%	N/A	N/A	N/A	N/A	N/A
40	Currently which of the following best describes how many of your practice's patients are covered by any contracts with cost of care accountability?	Very few (1) A minority (2) About half (3) A majority (4) Nearly all (5)	11%	11%	22%	56%	0%	N/A	N/A	N/A
41	To what extent do providers and staff at your practice site seem to agree that "total cost of care" contracts will become a major and sustained model of payment at your practice in the near-term (i.e., within five years)?	Strongly disagree (1) Disagree (2) Neither agree nor disagree (3) Agree (4) Strongly agree (5)	0%	0%	78%	22%	0%	N/A	N/A	N/A

42	What is your professional discipline? (select one)	a. Primary care physician (1) b. Physician assistant/nurse practitioner (2) c. Registered nurse/nurse care manager/ LVN/LPN (3) d. Professional administrator (e.g., practice manager) (4) e. Other-please specify: (5)	0%	11%	33%	56%	0%	N/A	N/A	N/A
43	How long have you worked at this practice site? (select one)	a. Less than 6 months (1) b. 6-12 months (2) c. 1-2 years (3) d. 3-5 years (4) e. More than 5 years (5)	11%	11%	0%	33%	44%	N/A	N/A	N/A
44	Did you ask a colleague for help in answering questions on the survey?	Yes (1) No (2)	33%	67%	N/A	N/A	N/A	N/A	N/A	N/A

APPENDIX IV: ACRONYM GLOSSARY

ACPP	Accountable Care Partnership Plan
ACO	Accountable Care Organization
ADT	Admission, Discharge, Transfer
BH CP	Behavioral Health Community Partner
CCCM	Care Coordination & Care Management
CCM	Complex Care Management
CHA	Community Health Advocate
CHW	Community Health Worker
CMS	Centers for Medicare and Medicaid Services
CP	Community Partner
CWA	Community Wellness Advocate
DMH	Department of Mental Health
DSRIP	Delivery System Reform Incentive Payment
ED	Emergency Department
EHR	Electronic Health Record
ENS	Event Notification Service
EOHHS	Executive Office of Health and Human Services
FPL	Federal Poverty Level
FPP	Full Participation Plan
FQHC	Federally Qualified Health Center
HIE	Health Information Exchange
HIT	Health Information Technology
HRSN	Health Related Social Need
IA	Independent Assessor
IE	Independent Evaluator
JOC	Joint Operating Committee
KII	Key Informant Interview
LGBTQ	lesbian, gay, bisexual, transgender, queer, questioning
LCSW	Licensed Independent Clinical Social Worker
LPN	Licensed Practical Nurse
LTSS CP	Long Term Services and Supports Community Partner
MAeHC	Massachusetts eHealth Collaborative
MAT	Medication for Addiction Treatment
MCO	Managed Care Organization
MPA	Midpoint Assessment
OBAT	Office-Based Addiction Treatment
PCP	Primary Care Provider
PFAC	Patient and Family Advisory Committee
PHM	Population Health Management
QI	Quality Improvement
QMC	Quality Management Committee

RN	Registered Nurse
SFTP	Secure File Transfer Protocol
SMI	Serious Mental Illness
SUD	Substance Use Disorder
SVP	Senior Vice President
SWI	Statewide Investments
TCOC	Total Cost of Care
VNA	Visiting Nurse Association

APPENDIX V: ACO COMMENT

Each ACO was provided with the opportunity to review their individual MPA report. The ACO had a two week comment period, during which it had the option of making a statement about the report. ACOs were provided with a form and instructions for submitting requests for correction (e.g., typos) and a comment of 1,000 word or less. ACOs were instructed that the comment may be attached as an appendix to the public-facing report, at the discretion of MassHealth and the IA.

Comments and requests for correction were reviewed by the IA and by MassHealth. If the ACO submitted a comment, it is provided below. If the ACO requested a minor clarification in the narrative that added useful detail or context but had no bearing on the findings, the IA made the requested change. If a request for correction or change had the potential to impact the findings, the IA reviewed the MPA data sources again and attempted to identify documentation in support of the requested change. If documentation was identified, the change was made. If documentation was not identified, no change was made to the report but the information provided by the ACO in the request for correction is shown below.

ACO Comment

Merrimack Valley ACO and its partnership with AllWays Health Partners was formed in 2017 to serve the MassHealth population as an ACO partnership plan. As a new ACO, we are very pleased with this report highlighting our successful development through DSRIP investments. We have just a few clarifying comments.

Regarding the workforce development recommendation:

- Pursuing additional workforce retention strategies, such as: educational assistance, ongoing licensing and credentialing, or loan forgiveness in retention strategies.

The ACO has supported training toward professional certification in case management, covering application and testing fees, as well as certification in community health work, medical interpreter certification and CHW asthma in-home training. The ACO has allowed for weekly LCSW precepting by a licensed independent social worker, needed for progression to LICSW credentialing. Five staff members enrolled in the statewide DSRIP-funded opportunity with Southern New Hampshire University (SNHU) for the health care management certificate program. We continually look for enhanced training opportunities for our staff as part of our retention strategy.

Regarding the care coordination and care management recommendation:

- Incorporating social workers into care management teams and integrating BH services, including OBAT, into primary care

Our ACO care management teams include an LCSW, MSW Social Work Care Manager and a Licensed Marriage and Family Therapist (LMFT) who coordinates care for Behavioral Health and complex pediatric patients including, but not limited to, autistic children. Our Lawrence General Hospital Emergency Department is staffed with an OBAT bridge team which includes a CHW, a Nurse and a physician specializing in Addiction Treatment. Following an addiction medicine consult, patients have access to MAT and are referred to the Greater Lawrence Family Health Center's (GLFHC) OBAT program. GLFHC has 44 Family Medicine Clinicians who can prescribe Suboxone which is nearly 50% of the clinical staff. All GLFHC Family Medicine Residents (40 currently) are trained in Suboxone management during residency with faculty supervision. The GLFHC MAT program is open to all ACO patients not just GLFHC patients. GLFHC offers same day start and pre-COVID, was also offering suboxone via the Mobile Health unit in the community. Also, GLFHC is PCMH PRIME certified and has Behavioral Health Clinicians integrated into the primary care sites who serve the role of BH support. We began a "Multiple Visit Patient" (MVP) program in 2019 with a social worker and clinical pharmacist on site at Lawrence General

Hospital to assist connecting ACO inpatients with primary care follow-up and needed services post-discharge, often to address social determinants of health drivers of utilization. Electronic alerts are put in the event notification tool CMT, to note for patients who present for hospital care with information about their care manager if they are in a program already, and often it is a BH Community Partner care manager. This is another way that we integrate BH services with both hospital care and primary care.

Regarding Footnotes 7 and 8 on page 22:

- 7 - ACOs should utilize MassHealth Transportation (PT-1) for member needs first as appropriate.
- 8 - ACOs should first utilize Lifeline program for members as appropriate.

The ACO provides transportation vouchers only when PT-1 transportation services are not available, such as when a member needs to get to a medical appointment the next day and there is no time for the PT-1 process. Emergency Tracphones were reserved for homeless patients, upon discharge from the hospital to facilitate follow-up with the member, or an at-risk member without the means to obtain a phone as a bridge. The ACO worked with Phoenix Marketing & Advertising who provided our community members with Assurance phones (an alternative to Lifeline).