

## ATTACHMENT B

### DELIVERY SYSTEM REFORM INCENTIVE PAYMENT (DSRIP) PROGRAM COMMUNITY PARTNER (CP) BP3 ANNUAL REPORT RESPONSE FORM

#### PART 1: BP3 ANNUAL REPORT EXECUTIVE SUMMARY

##### General Information

<b>Full CP Name:</b>	Boston Allied Partners
<b>CP Address:</b>	1 BMC Place, Boston, MA 02118

#### Part 1. BP3 Annual Report Executive Summary

Despite the impacts of COVID-19, the Boston Allied Partners LTSS Community Partner program (BAP) finished out the year strong. Our team responded well to transitioning to working fully remote, and we were able to maintain our financials, operations, trainings, technology, and quality management efforts as expected and with minimal change. We successfully implemented the eHana EMR system and have continued our partnership with UMass Medical School providing trainings for the BAP team.

**Technology.** BAP migrated to a new EMR vendor eHana in Q2 of 2020. The choice to transition to eHana aligned closely with operational changes and improvements being instituted by EOHHS and the market consolidation of the CPs (both LTSS and BH). The transition has been a success, adding improved functionality for our team versus our prior provider.

**Workforce Development.** BAP staff completed all state-mandated trainings in addition to trainings deemed appropriate by the BAP Management Team. The standardization of EOHHS mandatory trainings as online webinar modules enabled staff to complete the trainings in a timely manner and helped to maintain consistency of knowledge across all of our BAP CP Affiliated Partner organizations. Further, BAP and UMass Medical School teamed up to create a tailored training for BAP staff utilizing DSRIP TA money.

**ACO/MCO Integration.** BAP continues to see improvements in communication with our ACO and MCO partners. We partnered with an ACO/MCO to focus on building processes for efficient communication and sharing of data. Including designing a pilot to embed a care coordinator in a primary care office and look forward to the outcomes in BP4. Lastly, BAP did meet and greet with an ACO partner and its' providers, which nicely aligned with BAPs service area expansion into Charlestown, Revere, and Winthrop.

**Quality Management.** We have continued to monitor our quality performance as a team. More specifically, the BAP Quality Management Committee met periodically in BP3 to review our Quality Improvement deliverables and to check in on programmatic performance indicators

as described in our full annual report. Across the board, stakeholders of BAP, including the Quality Management Committee, believe that the program is performing well. However, we have continued to feel limited by having incomplete baseline or benchmark data for our Quality Measures slate.

**Consumer Advisory Board.** All subcommittees are operating as expected, teams are collaborating closely, and Consumer Advisory Board feedback has been positive.

In the coming year, we look forward to deepening our ACO relationships, which we see as an imperative as we get later in the current waiver period; we also plan to work to find creative solutions to refining administrative processes (i.e. internal performance reporting, care plan escalations, tracking and requesting comprehensive assessments, etc.) and continuing to improve our financial position.