Care Partnership

One Care Implementation Council Meeting June 11, 2019





commonwealth care alliance



Care teams tailored to meet member needs and preferences **CCA Clinical**



Social determinants addressed to improve overall member health



Primary

Emergency Department

What makes CCA different?

Individualized

assessments and care plans

Team-based

access to integrated care team

Coordination

across the continuum of care

Consumer Directed

respect for the member's autonomy, dignity, and voice

Focus on health, independence & recovery

CCA staff, ILCs, ASAPs, peers and other community partners



Andrea and Bernie

- Member Needs and Preferences
- Care Partner Relationships

	Andrea	Bernie
Care Partner Relationships	 Relationship and engagement with current care partner is not meeting her needs Wants to request care partner change but is afraid of getting a worse care partner Operational challenges (e.g., reauthorization of PCA was late) 	 Liked previous care partner and in person visits and prefers coaching for independence Relationship and engagement with current care partner is not meeting his needs

Care Partnership Quality

Monitoring quality

- Quarterly care partner check-ins, Competency monitored by Manager
- Engagement reporting and ensuring consistency new platform
- Member engagement and satisfaction
 - CAHPS
 - CCA member surveys
 - Member Voices
 - Consumer Advisory Committees

Addressing complaints and concerns

- Member complaints are documented as grievances and investigated
- Resolutions are tailored to the individual member and situation.



Accessing Services

Members can work with their care partner to obtain services, supplies and equipment to support their care plan goals.

	Andrea	Bernie
Services	 PCA (needs nitrile gloves) DME: wheelchair Transportation: medical and non-medical 	 Bought himself a walker and cane Transportation: medical and non-medical

