

## 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

Full CP Name:	Eliot Community Human Services, Inc
CP Address:	125 Hartwell Ave

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

The pandemic provided a number of challenges during a substantial part of this reporting period. Eliot's BH CP used this time to intensify our working relationship with our ACO/MCO partners and our Members. We were able to streamline processes with ACO/MCOs; ensuring Member's needs were met while preserving health and safety. This partnership with ACO/MCOs led to shared best practices that helped our Members navigate these difficult times. These best practices not only helped during the pandemic but many will continue in 2021. This time of crisis required us to quickly identify and create processes responsive to the situation. As a result, new processes not previously considered were implemented promptly and with purpose.

Eliot recognized that this was a stressful time for our Members as they reported gaps in health services and basic necessities. As the implications of the Massachusetts State of Emergency, due to the pandemic, became more apparent we quickly mobilized to call every Member. These conversations focused on educating Members about COVID-19 and prevention as well as individual risk factors. We assisted Members with identifying resources related to financial and food insecurities, and barriers to accessing medical treatment. Program resources were utilized to assist vulnerable, high risk members with needs they had in the moment by providing some gift cards. We purchased and dispersed Member technology to assist with participating in telehealth. Concerns and barriers were actively discussed with ACO/MCOs to further strategize solutions.

Once the initial response to COVID-19 was stabilized we integrated new workflows related to Member care, continuing to enhance our technology and reporting capabilities that utilize data analytics to inform and improve Member service delivery. As a part of this process we have begun analyzing member information that can guide outreach and further support the people we serve. The population that we are serving often has had sporadic engagement with both medical and behavioral health providers resulting in frequent emergency room visits, missed opportunities for preventive care, and fragmented treatment. Through our current efforts we have identified:

- Cohorts of individuals with complex needs and significant service utilization;
- Identification of shared Agency Members and potential CP eligible Members;
- Potential correlations with health status and demographic data;
- Emergency Department Facilities with high member usage;
- Tracking of Member readmission rates to inpatient level of care;
- Targeted projects with ACO/MCO to meet the needs of members.

We continue to utilize tools and strategies to enhance service provision through technology. In addition, we have implemented specific workflows to manage ADT/ENS information feeds to ensure timely access to direct care staff who are able to respond to member level needs effectively and efficiently. Eliot is strengthening staffing resources and expanding the expertise of our BH CP staff. We continually review work flows and job responsibilities that enhance job performance and satisfaction. Eliot has enhanced recruitment efforts and continues to build a solid base of staffing resources, education and training. Our staff have consistently produced excellent outcomes related to member engagement and participation of assigned members. We believe these program adaptations and enhancements have contributed to our success in engaging members in holistic care as well as expanding our shared vision for population health with our ACO/MCO partners.