

Innovative Care Partners LTSS BP1 Annual Progress Report

Executive Summary:

Regarding technology, Innovative Care Partners (ICP) made progress in a number of areas during BP1. Two offices were consolidated into a new office in West Springfield, MA. The new office has cabling and workstations for 45 staff. It also has a Session Initiation Protocol-Wide Area Network, server and data room and 2 Skype Business Rooms capable of HIPAA secure videoconferencing. ICP's Northampton office also had a Skype Business Conference Room installed.

ICP built and implemented a data analytics dashboard with its data vendor, Hexplora. To accomplish this the enterprise data warehouse was expanded to include medical claims and ICP data from eHana, its electronic health record. All data sets went through an extraction, transformation and loading (ETL) process. As well, all data went through a data enrichment process. This allowed for the design and build of ICPs operational dashboards. These dashboards are visualized using Power BI. The dashboards track all key activities including Participation Forms, Assessments, and all Person Centered Treatment Plan activities. The dashboards allow for drillthrough to the Enrollee level. There are also a variety of incorporated data slicers. In BP1 there was also a beta level design and build for contracted Quality Metrics.

Comprehensive staff training occurred throughout the budget period. This included Care Coordinators receiving the UMASS Medical Center Integrated Care Management Certificate Program. External trainers provided training in Basic Motivational Interviewing and CPR/First Aid. Comprehensive training and onboarding was provided to all staff in up to 27 different topics. A program-wide performance management system was designed in BP1 and is scheduled for implementation in BP2.

During the Budget Period the ICP Quality Management Committee continued to meet on a monthly basis. Committee members include ICP leadership, Community Partner entities that comprise ICP, as well as an ACO representative from Baystate Health Care Alliance in partnership with Health New England. Areas of focus for the Committee include, but are not limited to:

- Review of dashboard operational analytics.
- Development of a Performance Improvement Plan to increase staff outreach and engagement abilities and establishment of best practices.
- Review of ongoing staff training in Documented Processes, workflows, policies and procedures and Qualifying Activities.

A Consumer Advisory Board was held in the final quarter of BP1. Consumer participants expressed their appreciation for the program and provided positive feedback regarding care coordination activities.

Finally, it has been ICPs experience that when an ACO works in partnership and uses multiple means of communication (meetings, email, phone, etc.) both parties see improved operational results and improved care coordination for the Enrollee. In fact, even when there are technology barriers or other barriers to integration, we found that partnership and collaboration overcame these barriers.