<center>ATTACHMENT B</center>

<center>

DELIVERY SYSTEM REFORM INCENTIVE PAYMENT (DSRIP) PROGRAM COMMUNITY PARTNER (CP) BP4 ANNUAL REPORT RESPONSE FORM

PART 1: BP4 ANNUAL REPORT EXECUTIVE SUMMARY

</center>

General Information

Full CP Name:	Innovative Care Partners, LLC
CP Address:	200 Hillside Circle, Suite 7. West Springfield, MA 01089

Part 1. BP4 Annual Report Executive Summary

Regarding technology, ICP completed two key projects with its analytics vendor, Hexplora. The projects entailed updating the analytic platform with imputed total cost of care where claims data for expense is not available, and a implementing dashboard for average days to complete care plans. These projects allow ICP to better understand its assigned population and respond to quality metrics more efficiently.

ICP uses its IT Staffing Including Fringe to fund a Data Analyst/Software Developer to enhance its internal data production capacity. This position was recruited and started work in June. The analytics produced by this position allows ICP to be more responsive to ACO's and MassHealth regarding a variety of data requests. This line item also funds an IT Support Specialist that has proven to be an invaluable resource in a technology-driven program like ICP.

In terms of Workforce Development, more in-person trainings occurred throughout 2021 as social distancing restrictions were gradually lifted. These include a new evidence-based outreach safety and de-escalation training facilitated by two internal newly certified trainers, as well as an extended live CPR and first aid training that will be facilitated by a newly certified internal instructor that is also one of our Care Coordinators. Our Director of Healthcare Integration matriculated in the Pioneer Valley LEAP program, a comprehensive skill development program for experienced and emerging leaders in the Pioneer Valley. This program concludes in BP5.

During this Budget period, the ICP Quality Management Committee continued to meet quarterly. Committee attendees have include the ICP Quality Director, the ICP VP of Health Care Integration, the CHD VP of Compliance, the CHD Director of Compliance & Performance Improvement, the C3 Manager of the Community Partners Program, the BMC HealthNet BH Community Partner Program Manager and the BMC HealthNet LTSS Community Partner Program Manager.

The Quality Committee discussions included:

- Review of Hexplora data related to tracking enrollment, care coordination activities and Quality Metrics and predictive analytics

- Review of new and ongoing progress of Technical Assistance Projects
- Annual review of critical incidents
- Review of Mathematica data
- Quality Improvement projects
- QM Department staffing updates
- Quality Measures Data
- State of Emergency updates