

ATTACHMENT B

DELIVERY SYSTEM REFORM INCENTIVE PAYMENT (DSRIP) PROGRAM COMMUNITY PARTNER (CP) BP2 ANNUAL REPORT RESPONSE FORM

PART 1: PY2 ANNUAL REPORT EXECUTIVE SUMMARY

General Information

Full CP Name:	LTSS Care Partners, LLC
CP Address:	66 Canal Street, Boston, MA 02114

Part 1. PY2 Annual Report Executive Summary

LTSS Care Partners maximized on DSRIP investments in BP2, allocating funding to several critical initiatives including workforce development, enhanced technology and various operational improvements. These investments served to further build and strengthen the capacity of LTSS Care Partners to advance its focus on integration with ACO/MCO partners and on its Quality Management program.

While LTSS Care Partners and its six Member Organizations continued to prioritize recruitment in BP2, new focus was placed on staff retention and staff development. LTSS Care Partners streamlined its New Hire Orientation from a four day to three-day event. And two Learning Collaboratives were further developed in this budget period, the LTSS Forum for Care Coordinators and another monthly collaborative specific for LTSS Supervisors. At the end of BP2, LTSS Care Partners in partnership with CCP sponsored a professional development session with Phillippe Copeland, Clinical Assistant Professor of Boston University's School of Social Work. Dr. Copeland presented a half day session on Social Justice, Social Determinants of Health, and Health Disparities to rave reviews.

LTSS Care Partners navigated a critical transition from its initial CCIT Platform to a more intuitive Platform this Budget Period. The new eHana system has promoted easier workflows and greater efficiencies for Care Teams, and enhanced reporting functions for LTSS Care Partners.

The Intake Team of LTSS Care Partners evolved considerably over the course of BP2. As the complexities of CP enrollment came to light, including challenges as related to multiple types and formats of ACO files and MH eligibility, the Intake Team adapted accordingly and developed more advanced skillsets to manage both enrollment and disenrollment more effectively and timely.

LTSS Care Partners recruited and hired a Data Analyst who developed a comprehensive report based on data/reports within eHana to be shared with Member Organizations on a weekly basis. This audit report serves as a one stop Supervision Tool for Member Organizations with regards to Quality. It flags any concerns as related to enrollee engagements milestones, including any documentation that appears to be missing. It also flags errors as related to coding an activity and

gives Teams the opportunity to make corrections in advance of billing. The report serves as a Quality tool for LTSS Care Partners as well, as errors and trends can then be analyzed by LTSS Care Partners to improve training for Care Teams, ensure that workflows are consistent across all Member Organizations, and thereby improve the overall quality of care of Enrollees.

LTSS Care Partners dedicated time and effort to integration with ACOs/MCOs in BP2. LTSS Care Partners has EHR access (EPIC) with CHA. LTSS Care Partners participates in monthly clinical / case reviews with Atrius, Tufts MCO, BIDCO, and CHA. LTSS Care Partners has initiated and implemented monthly Admin check-ins with several ACO/MCO partners, including C3, Atrius, BIDCO, and CHA. And Care Coordinators have had good success in further developing relationships with their counterparts within the ACO or PCP practices, including BMC, Steward, PHACO, and CHA.