

ATTACHMENT B

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

PART 1: BP4 ANNUAL REPORT EXECUTIVE SUMMARY

General Information

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

Part 1. BP4 Annual Report Executive Summary

LTSS Care Partners maximized on DSRIP investments in BP4, allocating funding to several critical initiatives. With the ongoing public health crisis, LTSS Care Partners maximized on remote options where applicable to promote ongoing care coordination via video conferencing and boost telehealth with other healthcare providers. DSRIP funding was allocated to implement a new secure Intranet Platform. This platform provides Care Coordinators with one-stop access to internal updates, care coordination resources, newsfeeds, ACO information, MassHealth information, workflow tools, Quality and Performance reports, training calendar and resources, TA project and Consumer Advisory Board pages. Reception to the new intranet has been positive, particularly with regard to the efficiencies it promotes for Care Coordinators. LTSS Care Partners engaged a firm to develop an enhanced marketing plan. The firm paved the way for LTSS Care Partners on social media (LinkedIn, Facebook and Twitter) and created video vignettes launched throughout BP4 of Enrollees and Care Coordinators telling impactful stories. The firm also drove the development of a new website which was launched in July 2021.

LTSS Care Partners continues to employ a workforce that represents the rich cultural diversity of the communities served. Our multilingual workforce includes Care Coordinators bilingual in English and either **Spanish, Chinese/Cantonese, Vietnamese, Haitian Creole, Cape Verdean, and Portuguese**. Of particular note, a majority of staff members of our Pediatric Care Team at JRI are bilingual, including a trilingual Care Coordinator.

LTSS Care Partners has had success in further developing and sustaining the Consumer Advisory Board. CAB members contributed instrumental feedback to a variety of workflow tools including new Practice Pathway tools - the Assessment Tool of a new Enrollee's relationship to their PCP, and the PCP Appointment prep tool which can be used for any sort of medical/specialist appointment. CAB Members contributed recommendations on a Follow Up After Discharge Tool for Care Coordinators. And they contributed invaluable feedback on the initial Member Survey launched in Q4. The survey had a 10% return rate. In fact, 87% of the respondents included feedback in text fields in addition to completing checkboxes. While the sample proved to be very small, the overall process will serve to inform future Member Surveys on a larger scale.

The public health crisis inevitably impeded many of our ACO/MCO partners and their practices. Still, progress with integration efforts was made. To date, LTSS Care Partners has access to EPIC with CHA and MGB. Care Coordination Case Reviews between LTSS Care Partners and many ACO hospitals or practices continued to gain traction this budget period, despite the pandemic. This included regular case reviews with CHA Case Management, CHA primary care, CHICO, MGB Boston, and MGB Revere. And LTSS Care Partners has seized every opportunity to take advantage of the Flex Services programs launched by ACO/MCOs in BP3. Referrals are being made to Housing programs (for example, with BIDCO) and Nutrition programs (for example, with CHA) in particular.