

## 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

<b>Full CP Name:</b>	Massachusetts Care Coordination Network
<b>CP Address:</b>	210 Lincoln Street, Worcester, MA 01605

#### Part 1. PY2 Annual Report Executive Summary

The Massachusetts Care Coordination Network (MCCN) is a Long Term Services and Supports Community Partner (LTSS CP) operating in the Northern, Central, and Southern regions using a Lead Agency model with strong Affiliated Partners and Material Subcontractors.

During Budget Period 2, MCCN successfully obtained baseline data to measure outcomes more effectively through our Analytics team. The primary focus during BP2 was to begin tracking performance and using our software to determine our success with the quality measures. For this reason, we felt it was imperative to move from our CareManager software platform to eHana due to its ease of use and our ability to benchmark against other CPs. The transition went smoothly and the quality team now has most of the data it needs to report back to MassHealth and the ACOs/MCOs. Community Partner metrics in Outreach and Engagement have been collected and show that our enrollment rate has increased. In BP1, 553 individuals signed an MCCN Participation Form and 61 of these became engaged. In BP2, 530 additional individuals signed Participation Forms and 527 additional engagements were completed.

MCCN has refined the outreach process during Budget Period 2 to include the addition of the Associate Care Coordinator in each region. The Associate Care Coordinator is responsible for conducting the initial outreach to assigned Members prior to Care Coordinator commencing outreach. Additionally, the Associate Care Coordinator is responsible for verifying and updating contact information before outreach. This outreach method has proven to be effective and has allowed the Care Coordinators to work on person-centered care plan development and implementation.

MCCN has largely mitigated staff retention and recruitment shortages related to the shortage in the health and human services' workforce and the competition among all CPs in the state. MCCN Partner organizations continue to offer competitive salaries and a wide range of attractive benefits to mitigate this challenge. In addition, MCCN has been offering bonuses to Care Coordinators based on tenure and these have been very well received. We are also offering bonuses based on meeting performance metrics which has not only helped with retention but also has increased overall QA completion rates. The Staff Satisfaction Survey, conducted in June 2019 with 100% return rate conveyed high marks from MCCN staff in all domain areas: Staffing/Co-Workers, Recognition and Growth, Leadership, Compensation and Benefits, Physical Environment, Quality, Satisfaction, and Diversity. This valuable tool will continue to inform MCCN's staff retention planning to ensure that staff feel valued and supported. All MCCN Care

Coordinator staff have access to the Talent Learning System platform to renew all necessary training. The Supervisors monitor completion dates ongoing.

MCCN continues to work with the ACOs and MCOs to improve the approach to data sharing in a more standardized way. Our Care Coordinator staff are faced with a large number of varied processes as we work with 10 ACOs, 3 Primary Care ACOs, and 1 MCO, including 4 MCOs. Each of these entities has its own specified documented processes in regarding the exchange and sharing of information and ongoing communication. BP2 also brought the use of Tableau which allows us to exchange charts and graphs on performance and these have been very well received by both the ACOS and MCCN staff and the Governing Body. The MCCN Program Manager has worked hard to establish strong relationships with all of the ACOs and MCO and has made significant progress this year refining protocols and strengthening relationships in order to create a more efficient and effective collaboration.