

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:	North Region LTSS Partnership
CP Address:	8 Silsbee Street, Lynn, MA 01901

Part 1. PY2 Annual Report Executive Summary

The North Region LTSS Partnership (NRLP) is a partnership between Greater Lynn Senior Services, Northeast Arc and Bridgewell created in 2018 to deliver long-term support services to eligible members of the MassHealth ACO Demonstration program. NRLP collaborates with 12 ACO/MCOs across the North Region.

During BP2, NRLP experienced a number of important transitions which ultimately strengthened its capacity. Chief among these changes is the transition from our initial technology vendor to eHana. This process was complex, requiring significant assessments around whether and how to seek solutions for the technology elements (and fundamental algorithms) that were clearly not working correctly. Using Technical Assistance support from ECG Associates, the decision points were clarified and the option to move forward – with all due diligence – to the eHana system was implemented. Transferring NRLP to the eHana platform, however, required intensive manual data migration and comprehensive quality assurance protocols. The transition was completed in June, along with staff training, in time for a July GO-LIVE. NRLP is pleased to be a part of the eHana CP group.

Despite the significant disruptions of the technology platform transition, NRLP staff remained stable throughout BP2. The staffing model, which has been adjusted to now include: a Nurse Program Manager who is also a certified Care Manager, an Outreach Team, a Care Coordination Team, and a Care Transitions Nurse, appears to be more effective relative to balancing workloads and generating intra-team supports. Staff participate in regular monthly trainings delivered by subject matter experts from each of the NRLP partner agencies around critical clinical topics as well as on finding and securing appropriate community resources to address diverse social determinant of health needs. During the past program year, NRLP also sponsored team-building workshops and retreats to strengthen staff morale and collaborative techniques.

To support greater consumer engagement, NRLP used Technical Assistance resources to secure the support of Archipelago Services Group (ASG). ASG worked with staff to improve our overall outreach approach and techniques, strengthen the program “elevator pitch,” and facilitate member investment in working with NRLP to reach their goals. The sustained training has resulted in a significant improvement in NRLP’s outreach and engagement success.

At the same time, NRLP has developed effective relationships with each of its ACO partners and has begun to explore additional options for collaboration to better coordinate around member care. We believe that BP2 has been a significant – and sometime painful – “growth” year, but we also believe we are now a much stronger CP and far more capable of managing the multiple challenges ahead.