

# One Care Shared Learning

## Background/Overview

One Care Shared Learning is a collaborative project between MassHealth, the One Care Project Team at UMass Medical School, and other stakeholders. The Shared Learning Team develops webinars and online training modules for representatives from the One Care health plans and providers of services to One Care enrollees. Live and recorded webinars, online trainings, and videos are accessible on the Shared Learning website at: <https://onecarelearning.ehs.state.ma.us/>. Registration for events and/or to access materials on the website is required for planning and reporting. The major modalities used are:

**Webinars** - used as a way for key experts/stakeholders in the field to provide subject matter expertise and recommendations and answer questions on specific topics relevant to One Care implementation. Webinars are typically one hour long and can be viewed live or later through a recording.

**Online Modules** - used to provide a brief, targeted, engaging learning session focused on a specific question/issue. Modules typically last 15 minutes or less and include video clips and interactive components.

**Videos** - used to compile recommendations from a variety of people involved in One Care including One Care enrollees, community providers, advocates, or other experts. Videos are typically 5 – 15 minutes.

## Overview of One Care Shared Learning Participants over the past few years:

### **Affiliation with each One Care plan:**

(participants can choose more than one)

- 48% Tufts Health Unify
- 47% Commonwealth Care Alliance

### **Area of provider focus within One Care:**

(participants can choose more than one)

- 32% Long-term services and supports
- 28% Care Coordinators with plans
- 28% behavioral health
- 17% primary care
- 11% specialty
- 5% other plan staff

### **Professional credentials:**

(participants can choose more than one)

- 30% - Administration (*professionals in leadership, management, supervision, or administrative support in plans, community providers, clinical providers, state*)
- 18% - Case management/ care management
- 16% - Social work
- 14% - RN or LPN
- 9% - Behavioral health
- 7% - MD
- 6% - Nurse Practitioner

## Shared Learning in 2018

In FY 2018, Shared Learning will develop three webinars or online modules. MassHealth and the One Care Project Team at UMMS have prioritized the following topics to address the interests and needs of One Care plans, providers, and enrollees based on discussions of priorities with MassHealth, the One Care Project Team at UMMS, One Care plans, the Implementation Council and feedback evaluations of live and recorded webinars and online modules.

### 1. Addressing Sexual Health and Preventative Care in Assessments and Care Planning

**Purpose:** To provide best practices for communicating about sexual health with people with disabilities, including communication about contraception, family planning, sexual activity, relationships, sexual violence risk and conducting recommended preventative screenings.

**Audience:** Community and medical providers, Care Coordinators, LTS Coordinators, One Care plan staff

### 2. Building Communication Access: Language and Cultural Considerations

**Purpose:** To build/increase professional skills for providers who may work with members who may not have English as a first language, including members with ASL needs. Topics will include accurately assessing member communication needs, working with interpreters (Including for ASL or other languages), and cultural considerations.

**Audience:** Community and medical providers, Care Coordinators, LTS Coordinators, One Care plan staff

### 3. Incorporating Recovery Principles for Individuals with Substance Use Disorder

**Purpose:** To enhance care coordinator use of recovery principles in care coordination when working with members who may have substance use disorders. Topics will include evidence-based research, incorporating recovery principles, utilizing peers, making referrals, challenges and tips, and available resources, including new MassHealth services.

**Audience:** Care Coordinators, LTS Coordinators, One Care plan staff, community and medical providers

## Questions for the Implementation Council:

1. What do you think is most important for plans/ providers to know about each topic?
2. What are your recommendations for presenters?
3. Would you like to participate in the planning?