

## **BP1 ANNUAL REPORT – SOUTH SHORE COMMUNITY PARTNERSHIP**

### **Summary**

This report covers the activity and use of DSRIP funds from June 1, 2018 through December 31, 2018 by the South Shore Community Partnership (SSCP). SSCP is comprised of a lead agency and an affiliated partner; Aspire Health Alliance (formerly South Shore Mental Health) is the lead agency and Spectrum Health Systems is the affiliated partner. SSCP used DSRIP investments to support technology, workforce development, administration and infrastructure, integration with ACO/MCOs, quality management, consumer advisory board, and overall program operational goals for Budget Period 1 (BP1).

SSCP is governed by the Leadership & Quality Management Team (LQMT) which is led by senior executives from Aspire Health Alliance and Spectrum Health Systems along with the Director of Integrated Care who is responsible for day-to-day operations. SSCP has two teams in two hubs; one in Quincy run by Aspire Health Alliance and one in Weymouth run by Spectrum Health Systems. SSCP used DSRIP funds to purchase furniture and office supplies to make both hubs completely operational. SSCP and the LQMT successfully recruited four members to form the Consumer Advisory Board.

For BP 1, SSCP implemented the case management platform, Care Navigator©©. SSCP has contracts with ten ACO/MCOs in the Quincy area and has established safe and secure information sharing systems with each of them based on the ACO/MCO's preferred method for data transmittal. Through quarterly and monthly meetings, SSCP is building strong collaborative relationships and connections with our ACO/MCO partners.

From June to December 2018, SSCP hired a total of 22 staff, 18 as of July and another four to replace four staff who left. SSCP conducted 12 hours of live training for all staff which was complimented by 15 hours of online training in the Relias-Integrated Care Curriculum. New staff were hired quickly to replace staff who were leaving and another round of live training was provided for new staff in October. As of November 2018, all staff in SSCP had completed the standardized training program. SSCP also successfully recruited and hired a Mandarin-speaking Care Coordinator to work with Asian members.

The first quality initiative identified by the LQMT for BP1 was to track and improve member engagement. Based on data collected in the first four months, the LQMT set a target engagement rate of 35% with a nine-month plan for training and implementation of strategies to achieve this target by September 2019. In BP1, SSCP enrolled a total of 1102 members of which 307 signed Participation Forms and 148 had a Person-Centered Treatment Plan completed and signed by their PCP. Therefore, as of December 31, 2018, SSCP had a 28% participation rate and a 13% engagement rate.

The key lessons learned in BP1 were how to overcome the challenges of engagement for a population that is transient and often times, distrustful or unreachable, how to address the considerable amount of administrative burden to operate the program, the rate of change in program requirements, and the critical value of having a full team effort to engage and work with members with incredibly complex medical, mental health and social needs. Despite the challenges, staff are finding the work incredibly rewarding. This program is so important and necessary for this highly vulnerable and complex population. Our staff are embracing the purpose of the work, sharing in the progress of the members, and excelling as a team.