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:	South Shore Community Partnership
CP Address:	500 Victory Road, Quincy, MA 02171

Part 1. PY2 Annual Report Executive Summary

This report covers the activity and use of DSRIP funds from January 1, 2019 through December 31, 2019 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 2 (BP2).

In BP2, SSCP strengthened its relationships with the ACO/MCOs in the south shore and greater Boston region. SSCP participates in monthly meetings and high risk rounds reviews with three key ACO/MCO partners; Tufts Atrius, Tufts BIDCO, and Steward Health Choice Network. During quarterly meetings, ACO/MCOs have been supportive in ensuring that documented processes are working, providing key contact people for information sharing and shared case management of members, problem-solving around issues with primary care physicians and/or workflows between ACO/MCO, PCP practices, and CPs, and genuinely wanting to be helpful.

In order to monitor the quality metrics finalized by the CMS for the BH CP program, SSCP established a monthly Quality Improvement Workgroup. This work group developed a dashboard to oversee documentation and performance on key quality metrics, created a poster of the quality metrics and standard workflows for teams, designed and produced magnets to inform members on when to go to their PCPs, urgent care, or emergency department, and began internal audits on member records to monitor quality measures.

SSCP has used its Technical Assistance cards to fund projects focused on digesting and analyzing claims data for quality measures with eHana. Current projects include Integrating MassHealth Claims Data into CP Care Management Platform and Quality Measures Analytics.

SSCP's Consumer Advisory Board is very active and committed to supporting our program. This board is made up of 8 members who changed the name to *Community* Advisory Board because the

term "consumer" was not deemed appealing or appropriate. This board also updated the member flyer to make it easier for new members to understand the program and to better capture our services. At the end of BP2, the board hosted a holiday party for all members in SSCP which was a huge success.

In order to manage changes in the BH CP program and monitor quality measures, SSCP has found it extremely helpful to build designated teams and workgroups. In addition to the monthly Leadership and Quality Management Team and the Hub Management Teams, SSCP has assembled a Billing Team and Quality Improvement Workgroup. Through the work of these teams, SSCP has been able to centralize procedures for managing denials, conduct research for re-enrollment of members, improve documentation, and monitor achievement on key quality measures.

Key lessons learned in BP2 are the importance of fostering strong relationships with ACO/MCOs to provide integrated care for our mutual members, building a designated workgroup to monitor quality measures, and developing internal teams and procedures to manage changes in the program.