

ATTACHMENT B

DELIVERY SYSTEM REFORM INCENTIVE PAYMENT (DSRIP) PROGRAM COMMUNITY PARTNER (CP) BP4 ANNUAL REPORT RESPONSE FORM

PART 1: BP4 ANNUAL REPORT EXECUTIVE SUMMARY

General Information

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

Part 1. BP4 Annual Report Executive Summary

Throughout 2021, the BH CP Program was still responding to the state of emergency and staff were working in a hybrid/remote capacity, a process facilitated by our cloud-based EHR system, eHana, and MassHealth's flexibility with adjusting program requirements and payment for alternative means of communicating with clients through telehealth and text messages. Staggered schedules were arranged to limit the number of staff in the office to no more than 50% and to accommodate social distancing and the use of PPE and guidelines for when and how to meet with members in person with the use of PPE. The team continues to resume and encourage in person meetings with members based on the member's preferences and needs while maintaining strict adherence to safety protocols.

Through the use of telehealth, phone calls, video call, text messages, zoom meetings, and adherence to strict protocols for safety, SSCP remained operational, open, and accepting new members. Through the support of MassHealth and collaboration with ACO's and MCO's, our teams continued to experience an increase in their ability to find and engage members, many of who were quarantined at home, lonely, and needing support and services. More importantly, the work to integrate care on behalf of members never stopped. SSCP teams worked diligently with community partners, primary care providers (PCP), and all providers on our members' care teams to ensure that our members received integrated and coordinated care across all domains. All care coordination activities continued without interruption using alternative methods of communication, including use of zoom, face-time, text messages, and email. Monthly meetings with key ACO/MCO partners to discuss operations and coordinate care for mutual members continued uninterrupted as well. As the year progressed, the strictures imposed by the epidemic progressively waned, and we progressed towards normal operations.

DSRIP funds remained a key resource in support of our operation, providing key support in the areas of technology, administrative support, and recruitment.