

Pop Up 2: MassHealth Member Engagement

The second MassHealth DSRIP Statewide Investment (SWI) Pop Up, "Lessons Learned from Other States: Creating Care Delivery Systems that Recognize and Respond to Member Priorities and Circumstances" occurred on December 6, 2019, at the Roxbury Innovation Center in Boston, MA. Attendees completed a post-event evaluation, and results will help guide future shared learning experiences for ACOs and CPs.

Who Attended

41 people attended the second Pop Up
51% were from ACOs and CPs



30% of ACOs and CPs Participated:

ACOs	4 out of 17
Behavioral Health CPs	5 out of 18
Long Term Services and Supports CPs	4 out of 9
Other	2

"The broader population lives with limited resources - food, housing, transportation. They have to decide between using limited resources for a copay or prescription - or taking care of basic needs. Healthcare always comes second to basic needs."

- Dr. Thea James

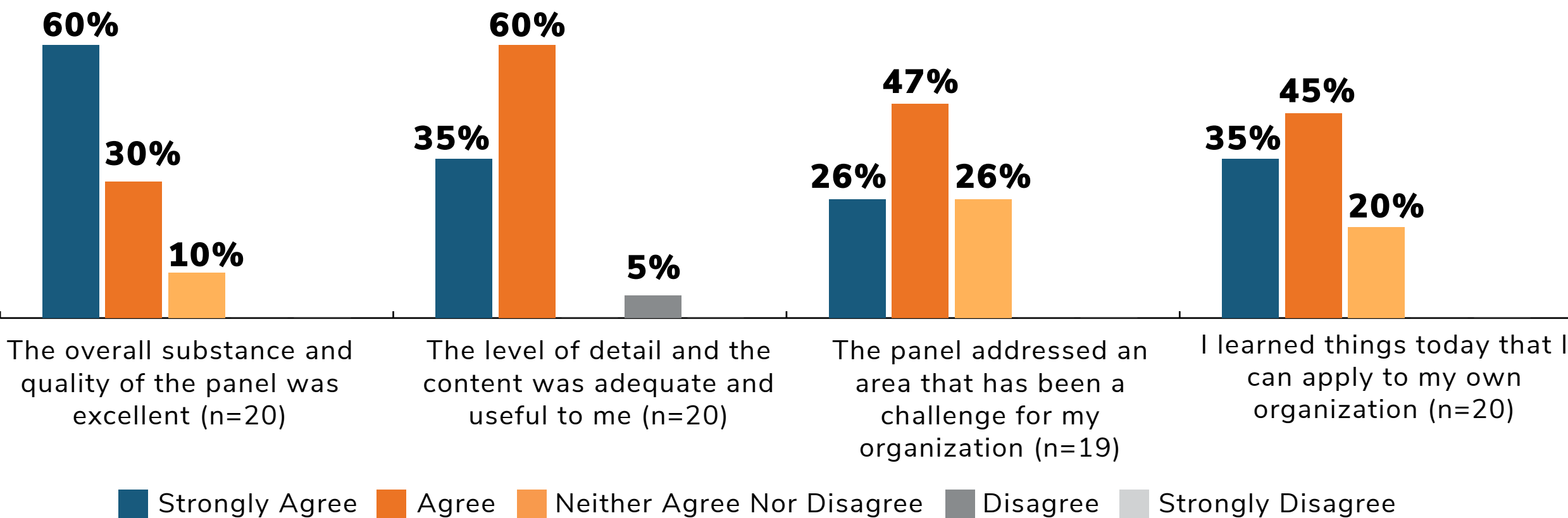
Representatives of ACOs and CPs Traveled from Every Region of the State (n=21)



We selected Roxbury Innovation Center as the venue for the inaugural Pop Up series, which focuses on "member engagement," because Roxbury is home to disproportionate numbers of MassHealth members. In the spirit of meeting members where they live, learn, and work and truly striving to understand member perspectives and priorities, we will hold the final event in the "member engagement" Pop Up series at the Roxbury Innovation Center. A new venue will be selected for future Pop Ups.

Feedback on Pop Up Content

Attendee evaluations provided insights on substance, quality, level of detail, speaker knowledge, and overall content of the panel. Findings were positive; most found the panel's content to be interesting and relevant to their work. Only one attendee answered any question about content as "disagree," and no attendees rated questions about content as "strongly disagree."



The Value of Learning from Organizations in Other States

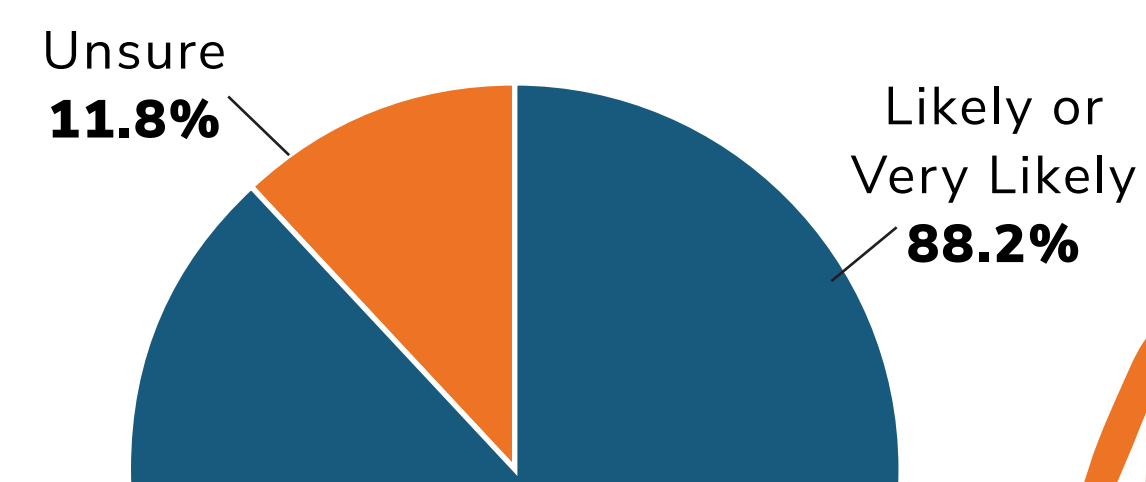
Survey respondents remarked that panelist comments resonated strongly and provided insight into how MassHealth ACOs and CPs might approach working with members differently.

"When we flip the paradigm - we flip how we determine what the problem is. We expect a patient to behave to suit the institution, but should it be the other way around. When you think about where the question is, you can spark a different outcome."
- Dannie Ritchie, MD, MPH

"To address the experienced fear and stigma, we made a "red carpet" design as an immediate linkage - you don't have to say 'I'm here for HIV care' - people didn't want to identify that way. You get diagnosed, you meet with a nurse, you meet with an insurance navigator, and then you get labs and meet with a doctor. Labs are to ensure that you come back - and the provider starts to build the relationship to make care work for the person."
- Erin Loubier, JD

Who is Coming Back for Future Pop Up Events? (n=17)

Note: No attendees said they were unlikely or very unlikely to come back for future Pop Up events.



Improvements Planned Based on Participant Feedback

- Let attendees know which organizations are represented in the audience.
- Encourage cross-organization discussion during the networking lunch.

Suggested Pop Up Topics for the Future

- Using data to drive outcomes
- Sustainability of ACOs and CPs beyond DSRIP
- Shared learning for ACO and CP leadership
- TA Vendor fair for ACOs and CPs

