



# Highlights from Shared Learning Case Studies

In 2021, MassHealth and Abt Associates developed case studies highlighting eight TA projects to promote shared learning among MassHealth ACOs and CPs and bring promising practices to light. The case studies describe the TA project, its goals, the project development process, and project activities and their outcomes.



**Quality Improvement Planning with Select ACOs**



**Building Out Cambridge Health Alliance's Continuum of SUD Partners**



**C3 Medical Assistant Upskilling Initiative**



**Engaging and Retaining Innovative Care Partners' LTSS and BH Members**



**Enhancing BH CP Agency Integration Across Programs and Disciplines**



**Flexible Services System Implementation**



**Improving Non-Native English Speaking CHA Members' Engagement with CHA Care Centers & Hospitals**



**Consumer Engagement through the Lahey Health Behavioral Services Consumer Advisory Board**

[Now,] when a referral needs to be made, the referral is made. The people making referrals do not have to dig through a lot of things. We've developed a good, streamlined process... We can get our clients into good substance use treatment without a lot of the hassle.

— Building Out CHA's Continuum of SUD Partners

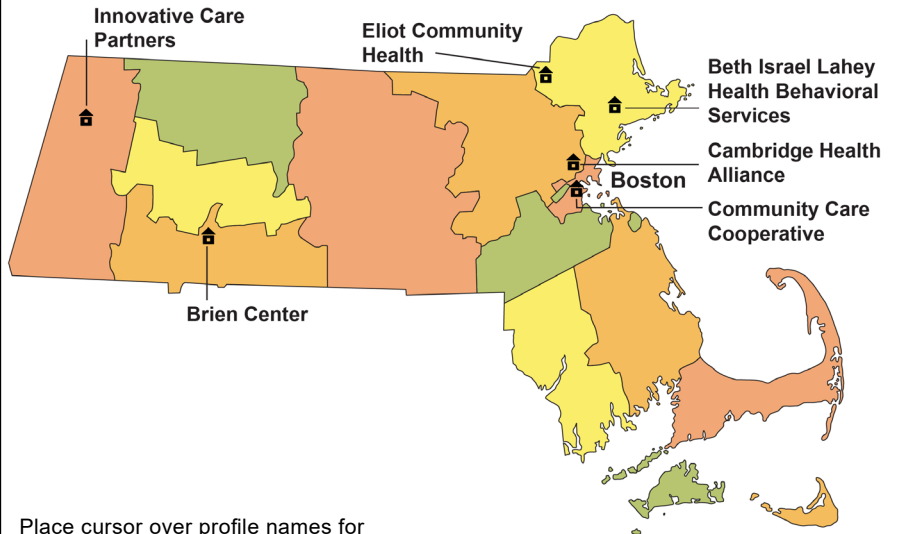


We were able to demonstrate a reduction in hospital readmissions by approximately 17% and improve the rate of follow-up appointments with a Behavioral Health CP as well as medication reconciliation by 30%. We were also able to demonstrate improved rate of follow-up after hospitalization by 14%.

— Quality Improvement Planning with Select ACOs



## Map of Profiled ACOs/CPs



Place cursor over profile names for program descriptions

## Successful TA Projects...



### Had a Clearly Defined Scope

- Several ACOs and CPs procured TA for a subset of tasks on a larger project. This helped offload work and make it easier to delegate tasks as part of an already-established scope to complete the work within a smaller budget and timeframe.



### Established Unique and Complementary Roles

- ACO/CP partnerships with TA Vendors worked well when the TA Vendor complemented the skills of ACO/CP staff, and the collective team had clearly defined roles and responsibilities. This limited duplication of work and highlighted the unique contributions of the ACO/CP's team members.



### Built on Existing Relationships

- Many ACOs and CPs procured TA Vendors they knew or had experience with on previous projects or from networking events.



### Engaged in Regular and Ongoing Communication

- Foundational and ongoing meetings to discuss the goals and vision for the end-product of the TA were critical to a successful experience.



### Obtained Leadership and Key Stakeholder Buy-In

- Aligning TA with the overall strategic direction of their organization, engaging leadership early on, and giving all staff and managers interacting with a new process, workflow, or product the opportunity to provide input was an important part of a successful TA process for ACOs and CPs.