

# Learning Collaborative Lessons Learned



Supported through [DSRIP Statewide Investments](#) funding, MassHealth and Abt Associates partnered with the [Center for Health Care Strategies](#) to implement the [MassHealth Care Planning Learning Collaborative](#). The goal of the Learning Collaborative was to help Accountable Care Organizations (ACOs) and Community Partners (CPs) better integrate care planning across their organizations to improve care for Medicaid members with complex needs. ACOs and CPs worked in pairs on shared care planning processes, with 22 ACO/CP “change teams” participating in the Learning Collaborative.

## Successful Integrated Care Planning is Centered Around the Patient\*



\* Member-centered care is when the patient/member is the person who identifies their most pressing primary health care needs, and is a crucial principle for integrated care planning.

## Strategies that helped ACOs and CPs create patient-centered care planning processes:

### Connect

- Obtain leadership support
- Engage primary care providers and staff in the process and decision making
- Meet everyone on the care team via Zoom or in person with routine meetings to foster a team environment



### Engage

- Use processes that support relationships between staff and members
- Designate a single point of contact for member outreach to make it easier for members to engage in care



### Assess

- Use process mapping to identify care team roles and responsibilities
- Identify care planning process issues
- Outline staff responsibilities with tasks and processes required to complete them
- Clarify roles and resolve duplicative processes



### Sustain

- Use technology to share data and information
- Implement integrated case conferences



### Develop

- Develop processes to support relationships between staff from different organizations as well as between the care team and members
- Create clear and standardized communication channels

