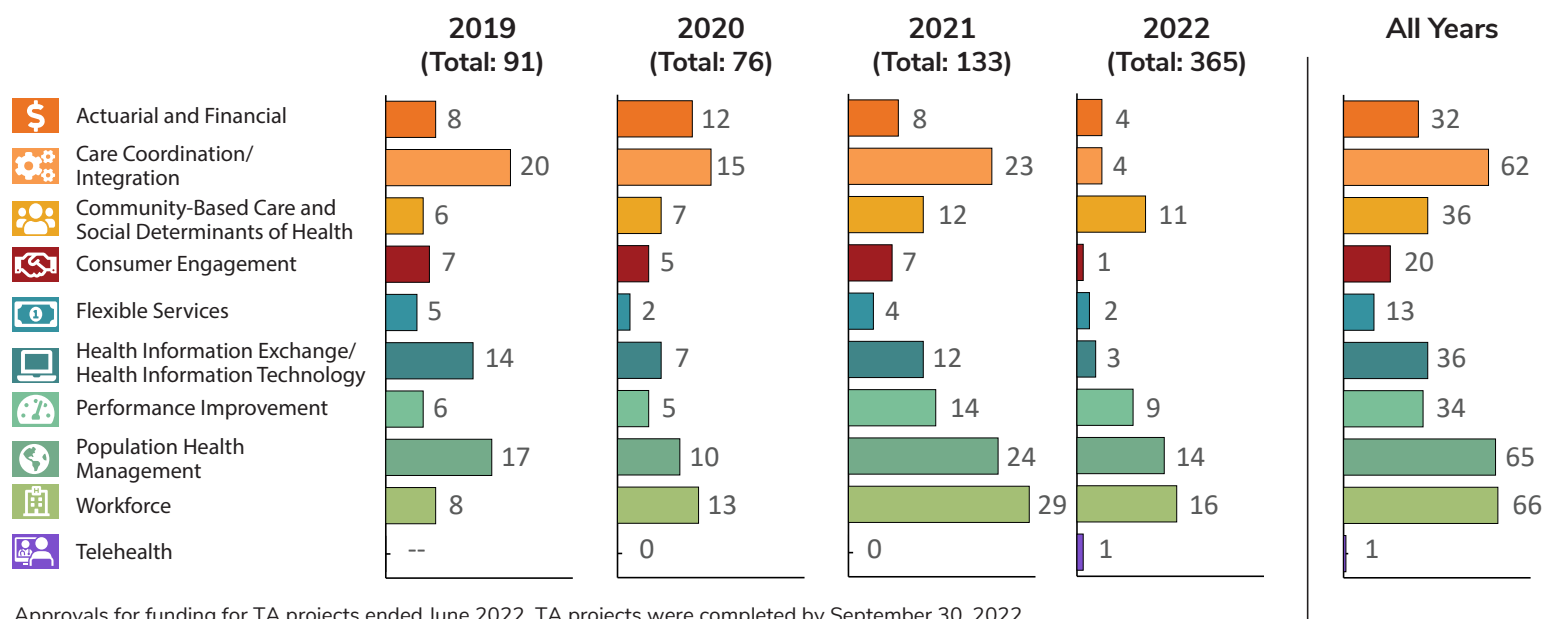


# The MA DSRIP TA Program

The MA DSRIP Technical Assistance (TA) Program is one component of a broader portfolio of The Delivery System Reform Incentive Payment (DSRIP) Statewide Investments (SWIs) designed to strengthen the healthcare workforce and infrastructure across the state of Massachusetts. This is part of an effort to bolster MassHealth Accountable Care Organization (ACO), Community Partner (CP), and Community Service Agency (CSA) capacity to improve health outcomes and experiences, and lower the total cost of care for MassHealth members. The TA Program was a four year program that ran from 2018 through 2022. ACOs and CPs used the TA Marketplace to search for TA Vendors, apply for TA, submit reports, register for events, and access TA resources.

## ACO and CP TA Projects

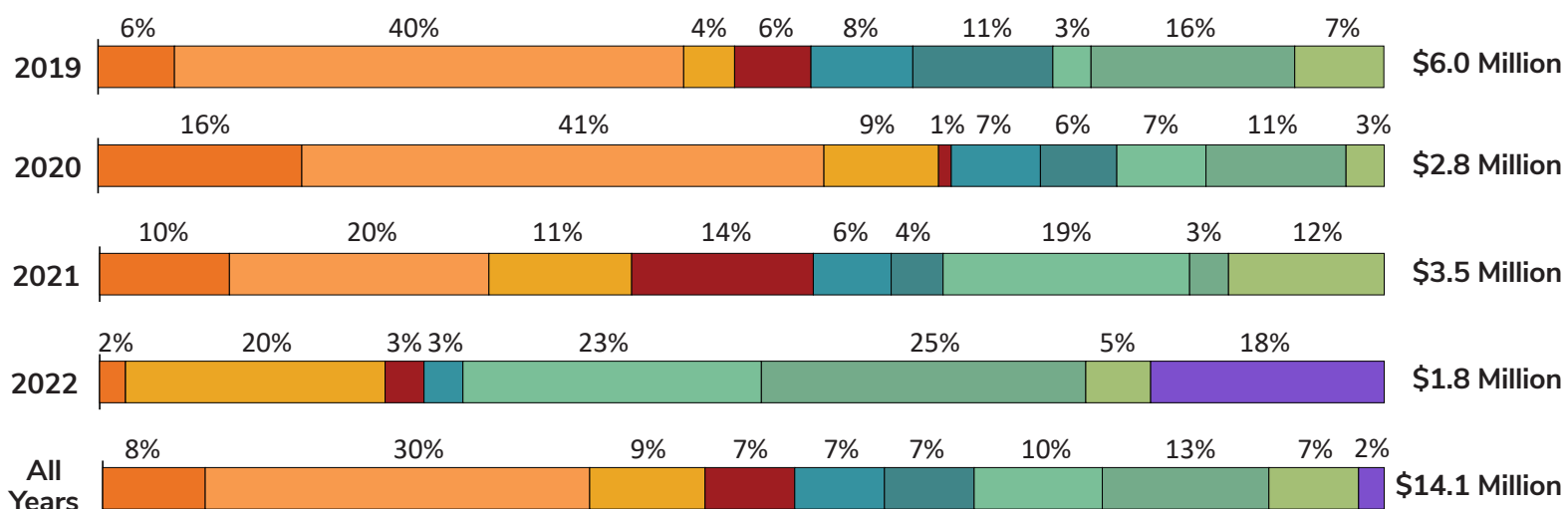
### Number of TA Projects by Domain and Year Approved



Approvals for funding for TA projects ended June 2022. TA projects were completed by September 30, 2022.

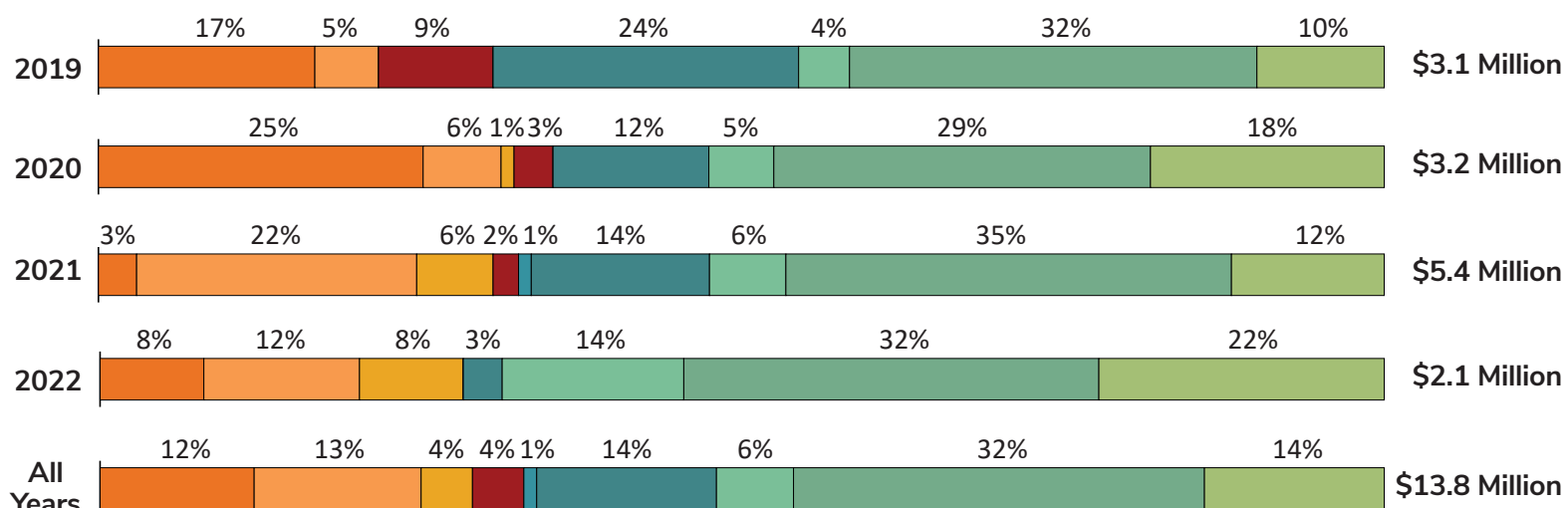
## ACO Projects

### Percentage of TA Card Funding by Domain



## CP Projects

### Percentage of TA Card Funding by Domain



This infographic reflects data through October 31, 2022.

# The MA DSRIP TA Program

## Program Administration

Median number  
of days for TA  
application approval:

7

Median number  
of days for SOW/  
budget approval:

7



## TA Vendor Catalog

Number of  
TA Vendors  
in 2018:

47

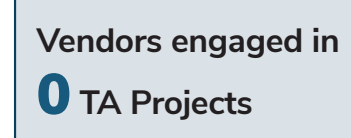
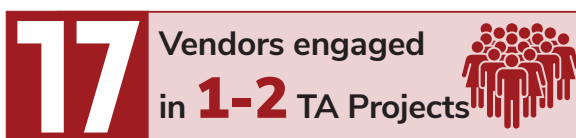
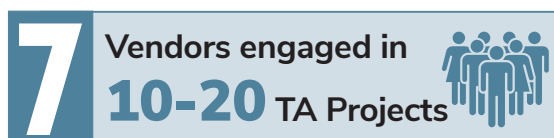
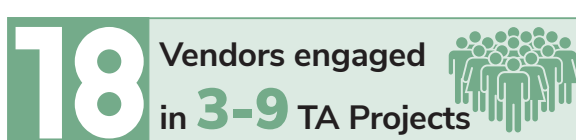
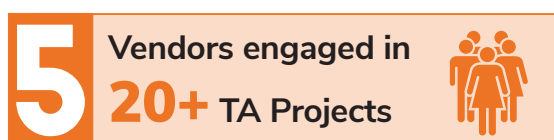
Number of TA  
Vendors added  
in 2020:

17

Total Number  
of TA Vendors:

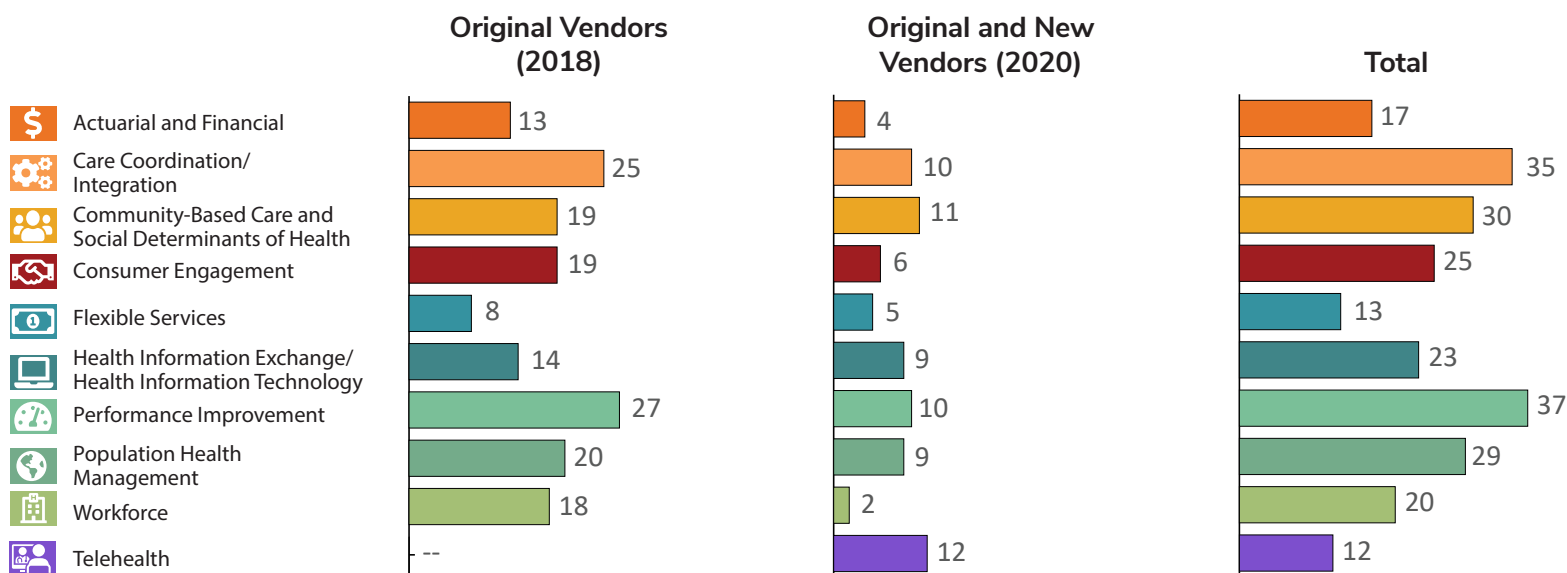
64

## Number of TA Vendors Engaged in TA Projects



## Number of TA Vendors by Domain

There were two TA Vendor procurements: the first was in 2018 before the TA Program launched, and the second was in 2020. Original TA Vendors could apply to provide services in additional domains during the 2020 procurement.



## Expanded TA Program Offerings

The TA Program expanded its offerings to meet the needs of ACOs and CPs by adding 83 “Off the Shelf” TA options packaged for convenient, efficient delivery that were “ready to go.” In 2020, 17 new vendors were added to the TA Vendor catalog, and an additional TA Domain, Telehealth, was added to respond to emerging healthcare delivery needs.

Added **83**  
Off the Shelf TA options

Added **17**  
TA Vendors

Added TA Domain:  
**Telehealth**

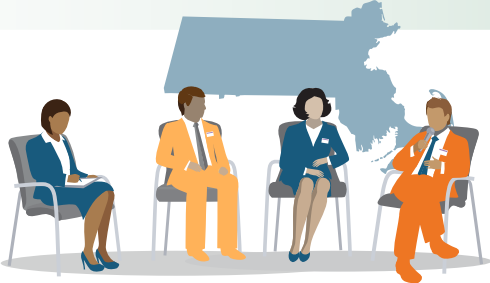


# The MA DSRIP TA Program

## Shared Learning Opportunities and Resources

One of the goals of the MA DSRIP TA Program was to promote shared learning among MassHealth ACOs and CPs and bring promising practices to light. The MA DSRIP TA Program conducted several activities to promote shared learning. These included a series of in-person and virtual Pop Up events, peer-to-peer discussion groups, a learning collaborative, and resources.

- A Learning Collaborative that supported care teams at ACOs and CPs engaged in shared care planning to improve care for eligible MassHealth members included:
  - 28 "change teams" across ACOs and CPs
  - 7 webinars
  - Ongoing coaching calls
- Pop Up Events focused on emerging topics for ACOs and CPs included:
  - 2 in-person events
  - 2 virtual events
- A virtual shared learning event for MassHealth ACOs and CPs that included:
  - A Kick-Off where MassHealth shared the Payment and Care Delivery Innovation (PCDI) focus areas for Year 4 TA Projects
  - A series of TA Domain Peer-to-Peer Discussion Groups
  - Office Hours with MassHealth staff
- Resources to support ACOs and CPs included: 8 TA project case studies with lessons learned, example products from TA projects, program infographics, short videos, event summaries, and a member engagement toolkit



### Pop-Up Event Data

Event	Date	Number of Attendees	ACO and CP Participation %	% of eval responses: Agreed & Strongly Agreed: I can apply what I learned
Finding and engaging the hardest to reach members	September 2019	81	<div><div></div></div> 75%	<div><div></div></div> 87%
Creating systems that respond to member priorities	December 2019	41	<div><div></div></div> 51%	<div><div></div></div> 80%
Medical-Oral Health Integration - Promising Practices and Innovative Approaches	September 2020	42	<div><div></div></div> 57%	<div><div></div></div> 86%
Community Health Workers, Peer Specialists, and Recovery Coaches: How Lived Experience can strengthen member engagement	April 2021	161	<div><div></div></div> 67%	<div><div></div></div> 98%

"It was most valuable learning the different ways each organization accomplishes the same task: to meet members where they are and help accomplish their goals."

"It was valuable to get a different perspective on the subject from professionals who each integrated care in a different way."

"To address fear and stigma, we made a "red carpet" design for immediate linkage. Patients don't have to say 'I'm here for HIV care' – they don't want to identify that way. With the red carpet, they get diagnosed, then meet with a nurse, an insurance navigator, then get labs done and meet with a doctor. The provider builds the relationship to make care work for the patient."

"CHWs are vital to the work of public health and health care in general. We need to ensure that people with lived experience are at the table - early, often, and at all levels."

# The MA DSRIP TA Program

## TA Project impacts

“This project enhanced our ACO’s communication for medical providers in a way that was seamless and non-intrusive to the existing workflow. The provider now gets our program information, care management evaluations, assessments, care plan goals and action steps for members. This gives them greater insight into services and interventions delivered to the members and drives better quality of care.”  
-MassHealth ACO



“This TA project offered a pathway for getting at the root cause of repeat admissions and took a systems approach to resolving barriers and improving the quality of a member's life. The new framework proved successful for care coordinators. When they engage the hospital team and other stakeholders in the system they are able to make an impact.” -MassHealth CP

“Our care team received specialized trainings and case consults specific to resources that address social determinants of health barriers. Care teams feel empowered by this project. They developed knowledge in tricky legal areas such as housing legalities, and are much more effective in care coordination with enrollees.”  
-MassHealth CP

“A big take-away from this mental health training was examining and understanding our own biases about supporting MassHealth members with mental health challenges. The training gave front line staff a foundation of skills to work with members in the next waiver, which will have an emphasis on working with members who have mental health challenges.”  
-MassHealth CP



## TA Project Highlights

### TA to identify and address health disparities

This TA project helped an ACO identify health disparities at one of their ACO hospitals. The TA Vendor analyzed member hospital utilization data to understand differences in patient outcomes. Their findings report provided insight into health disparities in both the ACO and the hospital’s population. The ACO and hospital use this report to implement short-term interventions and develop long-term health equity initiatives.

### TA to improve how an ACO group addresses patients’ social needs

A TA Vendor worked with a group of ACOs to build staff fluency of patient social needs and to implement workflows to address them. This included approaches for screening and follow up; developing workflows and infrastructure; engaging external stakeholders; identifying best practices for following up on patients’ needs; and sharing and analyzing aggregate social needs screening data.

### TA to address barriers to care for critical populations

A TA Vendor worked with an ACO to research the health barriers that prevent their Latino (Spanish-speaking) and Brazilian (Portuguese-speaking) MassHealth members from receiving services for which they are eligible. The TA aimed to help the ACO address these barriers and get members the care they need.

### TA to improve access to services for children with special health needs

A TA Vendor trained Community Health Workers (CHWs) to engage with families of children with special health care needs enrolled in the ACO. The training included how to develop shared planning and prioritizing with families, and emphasized the ways that CHWs can help families better access services. This helps the CHWs and the ACO have more meaningful interactions with families as they navigate complex health and education systems.



### TA to improve culturally sensitive care

Through a TA Project, CP care coordinators became certified medical interpreters in Spanish, Portuguese, Tagalog, Cape Verde Creole, Haitian Creole and French. Certified staff serve as interpreters for members’ medical appointments. This enhanced medical visits because the care coordinator has history and familiarity with the member, which puts them at ease. This strengthened collaboration between the member, their medical team and care coordinator. The CP did another TA project that gave all staff basic Spanish classes. Staff can answer calls in Spanish, connect members to the right care coordinator, and get them into care more quickly.