

SHIFT-CARE CHALLENGE

Community Care Cooperative

ADDRESSING HEALTH-RELATED SOCIAL NEEDS



CARE MODEL

Community Care Cooperative (C3), a community health center-led MassHealth accountable care organization (ACO), developed *Healthy Connections*, a community-based, integrated care management program for patients with complex needs. The program is intended for patients who have not experienced positive results with C3's other clinical care management strategies. It includes intensive patient engagement with community health workers and care managers to identify and work towards patients' health-related goals, including addressing their medical, behavioral health, and social needs. Care managers meet enrolled patients in their homes or other community settings to conduct in-depth health-related social needs (HRSN) screenings and to discuss the goals patients identified as the most important to them. The care manager regularly engages patients via in-person meetings, phone calls, and text messages. *Healthy Connections* was designed and is operated in close collaboration with the Brookline Center for Community Mental Health and Health Law Advocates (HLA). In addition to receiving support for clinical needs and HRSN, youth patients have access to HLA lawyers who provide navigation and representation with social services and education agencies.

IMPACT

HPC AWARD

\$750K

TOTAL PROJECT COST

\$1.0M

TARGET POPULATION

Adult and pediatric ACO patients with complex care needs and significant HRSN

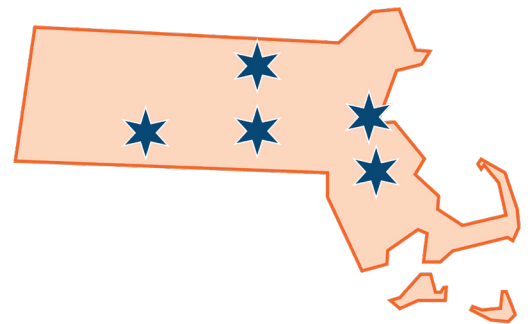
PRIMARY AIM

18% Reduction in inpatient and emergency department utilization

PARTNERS



- Brookline Center for Community Mental Health
- Health Law Advocates
- Dartmouth College Master of Health Care Delivery Science



SHIFT-CARE CHALLENGE SUMMARY

The SHIFT-Care Challenge is an 18-month, \$10 million investment program supporting Sustainable Healthcare Innovations Fostering Transformation. Launched in 2018, SHIFT-Care has two tracks: one focused on addressing patients' health-related social needs and improving behavioral health care and the other aimed at expanding opioid use disorder treatment capacity through emergency departments and bridge clinics and facilitating timely follow-up care. The 15 SHIFT-Care awardees are partnering with 40 community organizations to implement strategies to reduce unnecessary hospital acute care utilization and to report other track- and awardee-specific measures.

HPC BACKGROUND

The HPC, established in 2012, is an independent state agency charged with monitoring health care spending growth in Massachusetts and providing data-driven policy recommendations regarding health care delivery and payment system reform. The HPC's mission is to advance a more transparent, accountable, and innovative health care system through independent policy leadership and investment programs. Visit us at [Mass.gov/HPC](https://www.mass.gov/HPC). Tweet us @Mass_HPC.

As a result of the coronavirus (COVID-19) pandemic, the care models described in these profiles may have been modified to protect the health of patients, health care workers, and communities.