



Fellow Profile

Name: Becky Andrews
Hometown: Munster, IN
Company: GE
School: Indiana University
Major: Mathematics/Economics
Hobbies: Paintings, playing the ukulele, and traveling



Why join ServiceCorps?

“ServiceCorps supports each fellow with personal goals and growth. Being a part of ServiceCorps has helped me to develop a closer link with my community and belong to a cohort with a passion for service.”

Social Sector Partner Placement

Placement Organization: Commonwealth Care Alliance (CCA)

Location: Boston, MA

About Commonwealth Care Alliance: Commonwealth Care Alliance is a not-for-profit, consumer-governed organization that provides enhanced primary care and care coordination through multi-disciplinary clinical teams including physicians, nurses, and behavioral health and geriatric specialists. CCA is a prepaid care delivery system for Medicare and Medicaid beneficiaries with complex medical needs and it creates savings from reduced hospitalizations and institutional care.



Fellow's Title: Clinical Operations Fellow

The Challenge

The Fellow will serve in a combined Program Analyst/Project Manager role, supporting a series of activities to transform and modernize care delivery and operations at Commonwealth Care Alliance. Specifically, to support development and improve CCA's One Care Health Home program, which consists of nearly 20% of CCA's member population:

1. Develop numerous reports for Health Home partners and for internal use, refine existing reports and presentations with more polished graphics
2. Coordinate Health Home relationship management, communications & facilitation
3. Implement plans for pilot programs

Outcome

ServiceCorps. Leadership For Good.

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On CCA's Health Home team I have been able to add visual / graphics skills that have refined core Health Home presentations and reports to help clinicians on the ground understand who their membership is and how they are doing on various performance metrics.

- **Developed numerous reports for Health Home partners and for internal use, refining existing reports and presentations with more polished graphics**
 - Developed snapshot program reports for Leadership, developed new de-identified reports to help Health Homes understand how their performance ranks compared to other Health Homes
 - Developed growth document to include both projected and net loss members allowing for us to track Health Homes net growth
 - Assembled new hire Excel tracking grid to ensure all forms and trainings are complete
 - Designed monthly call agenda report that allows for easy tracking of upcoming topics and what was discussed during the call
- **Coordinated Health Home relationship management, communications and facilitation**
 - Managed monthly newsletter development
 - Notified Health Homes on a weekly basis of members' psychiatric hospital discharges and anticipated member disenrollments to allow staff to follow up with members accordingly
 - Arranged training dates and times for all newly hired Health Home staff
 - Maintained meetings and calls with Health Homes to share key updates with clinicians, and assisted with agendas and follow-ups
 - Helped plan and manage three quarterly Learning Collaboratives, which bring together around 40 people from Health Homes and CCA to review best practices, lessons learned, and program updates
- **Implemented plan for pilot programs**
 - Served as project manager for initial program planning of Narcan roll-out to allow our clinicians to always have Narcan available to them
 - Assisted in finding data to roll out new cell phone pilot that allows for more allotted minutes on members' phones
 - Headed organization and documentation of CCA's current and past grant awards

My goal at CCA was to become a meaningful contributor of CCA's operational team while developing skills and knowledge of care for complex populations. Throughout my time I have yielded meaningful work products for CCA while taking advantage of personal and professional growth opportunities, including knowledge of the needs of individuals with medical, social, and behavioral health complexity.

Testimonials: Hear from the Fellow & Social Sector Partner

"My fellowship at CCA helped me develop skills and knowledge of overall healthcare practices. It has made me constantly curious about how to help support clinicians, whether that is by providing materials and reports to better understand membership or notifying them of hospital discharges. Here at CCA employees are frequently challenged to improve systems that will better serve our members. has been very eye opening to the constant healthcare struggles people in Massachusetts face. I have learned how to be adaptable in an environment that is always changing and developing to enhance our healthcare system for all of our members"

- **Becky Andrews, Fellow, Class of 2017**

"Becky has been a valuable team member, bringing positive energy, a high level of organization, a constant drive to learn and improve her skills, and commitment to helping Health Home teams provide quality care to our members. Becky has provided strong clinical operations support for CCA's One Care Health Homes program, including seven contracted community-based partner organizations managing



care for over 3,000 (nearly 20% of) CCA's One Care members (adults 21-64 with complex medical needs that have both Medicaid and Medicare coverage)."

- **Amanda Jones, Program Manager, Commonwealth Care Alliance**

"At CCA, we are glad to have provided fellowship placement for Becky, and she has proven to be a strong and valued member of the team and the our organization, by providing meaningful contributions to the program. We hope to grow this mutually beneficial relationship partnership with ServiceCorps through providing future fellowship placements for passionate and motivated individuals like Becky."

- **Mika Cheng, Program Director, Commonwealth Care Alliance**

