



**Department  
of Health**

Medicaid  
Redesign Team

# **DSRIP Implementation Phase III Support Account Management Support**

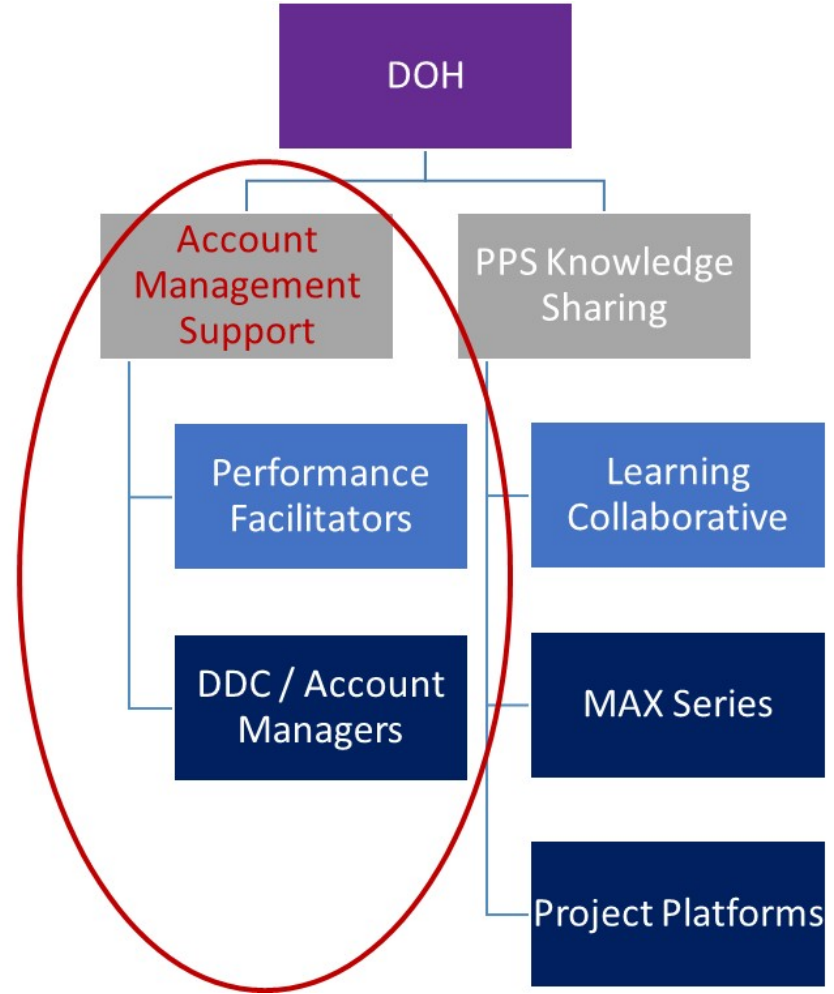
All PPS Meeting

June 2015

# Overview

- Introduction – New PPS Support Model
- PPS Support Organizational Chart
- KPMG Account Management Support Representatives
- PCG Performance Facilitators
- Flow of Questions

# PPS Support – Organizational Chart



# PPS Account Management Support

We have made some exciting changes to our PPS support model to align with the next phase of DSRIP. These changes are designed to assist PPSs with the execution of their implementation plans, and ultimately to support the development of an integrated health service delivery system.

Account Management Support



Will jointly provide



- DSRIP Implementation Support
- Triage PPS questions
- Facilitation of mandatory monthly phone meeting with each PPS to discuss implementation progress and reporting
- Facilitation of mandatory quarterly in-person check in sessions with each PPs

# KPMG Account Management Support Representatives

**The Account Management Support Representatives will remain a PPSs' primary point of contact for matters related to DSRIP Implementation.**

**Primary responsibilities more specifically will include:**

**Monthly check-ins on implementation planning progress**

**Directing and addressing incoming DSRIP related questions to the appropriate parties**

**Clarifying DSRIP related documentation and requirements**

**Notifying PPSs of upcoming releases (guides, webinars, and other communications).**

**Bi-weekly tracking for reporting and monitoring purposes to the DOH**

# PCG Performance Facilitators

The Performance Facilitator's will be able to provide guidance to PPSs on progress reporting, as measured by the Medicaid Analytics and Performance Portal (MAPP) reporting.

Primary responsibilities more specifically will include:

Monthly check-ins on implementation planning progress

Translate MAPP inputs and outputs for PPSs throughout the DSRIP lifecycle

Support PPSs both on-site and remotely on all matters related to Performance, Progress and Quarterly Reporting

Bi-weekly tracking for reporting and monitoring purposes to the DOH

**Note: The PCG Performance Facilitator role is distinct from, though related to, the PCG Auditor role whose responsibility is for evaluating and scoring PPS performance.**

# Out of Scope Items for Account Management Support Representatives

As an independent participant in DSRIP, the Account Management Support Team is unable to perform a number of duties and clear boundaries have been created. The Account Management Support Team will not...

**Write progress reports or quarterly reports, or any content therein, on behalf of the PPS**

**Perform administrative duties, such as scheduling and mass correspondence on behalf of the PPS**

**Hold any form of budgetary or managerial responsibility**

**Negotiate or engage stakeholders on behalf of the PPS**

**Assume responsibility for the success or failure of the DSRIP Implementation**

**Assume risk or liability for work at the PPS**

# Out of Scope Items for Performance Facilitators

Performance Facilitators will support PPSs in understanding and complying with MAPP requirements. There are a number of duties that the Performance Facilitators will not perform and certain boundaries that will be maintained. Performance Facilitators will not...

Write progress reports or quarterly reports, or any content therein, on behalf of the PPS

Influence the Independent Assessor's scoring of the PPS submission

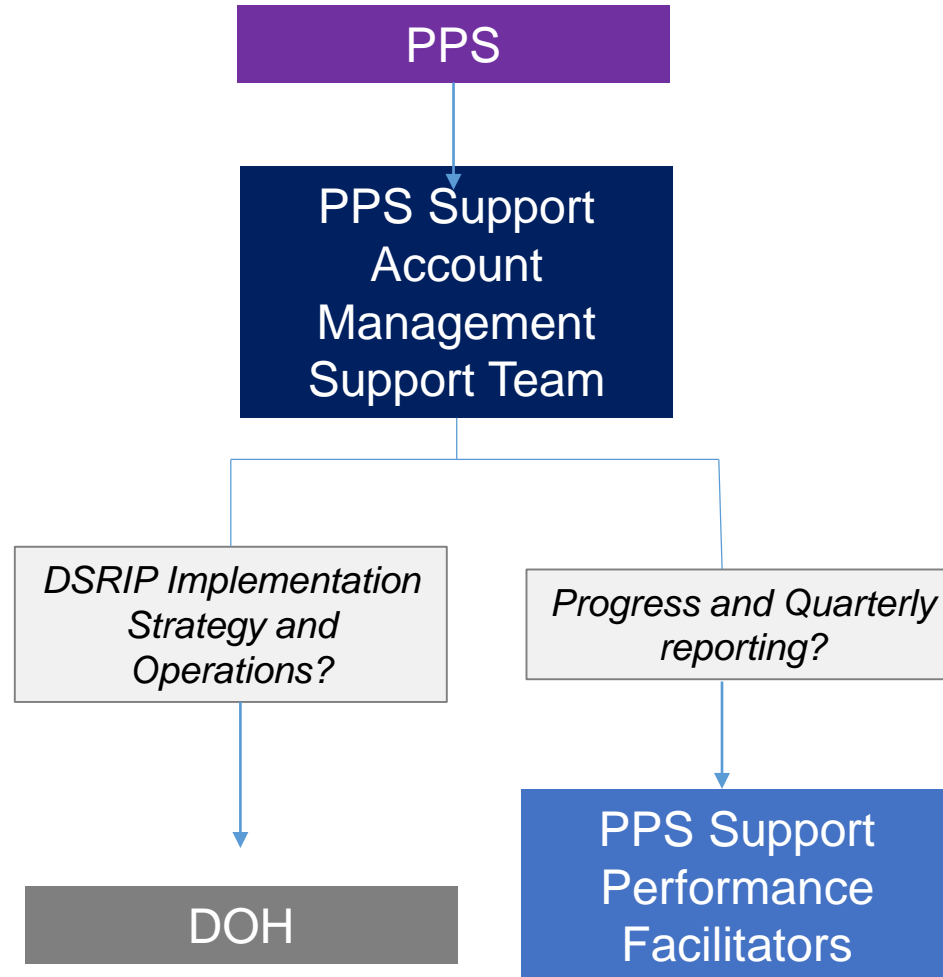
Disclose any information regarding the PPS outside of approved topics, channels, and timelines to any party

Assume responsibility for the success or failure of the DSRIP Implementation

Assume risk or liability for work at the PPS



# Flow of Questions



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# Account Management Support Team

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Shireen Saxena

Kristie Louderman

Katharine Campbell

Kevin Bolger

# Performance Facilitators

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