Staten Island
Performing Provider System

DSRIP Project Approval and Oversight Panel (PAOP)

February 2, 2017

PAST

AE: 13,534

PRESENT

AE: 38,501

FUTURE

AE: 80,615

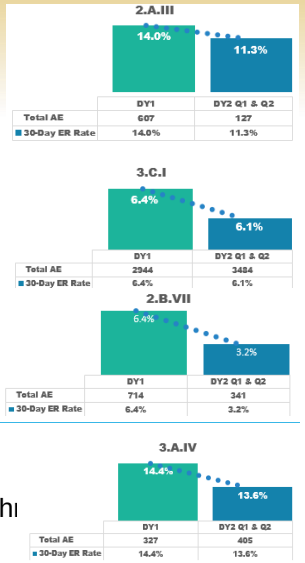
2015

- April, 2015
- Data Integration
- Telemedicine Pilot with NH
- Workforce Symposium
- Contracted 31 Partners and 2 CBOs
- Engagement with CSI
- 20% Partners engaged in training
- 1 Partner with PCMH
- Engagement
- Workforce Vendor

2016

Improving Care OUTCOMES

- SI Connect 24/7 call center
- HOPE Project
- Contracted:
  - 39 Partners
  - 12 CBOs
  - 16 PHIP
  - 3 Colleges
- Over 4,000 individuals engaged in training
- Integrate Asthma and Obesity Health Initiatives



- 2.A.III: 19% Improvement
- 3.C.I: 4.7% Improvement
- 2.B.VII: 50% Improvement
- 3.A.IV: 5.6% Improvement

2017 ONGOING / FUTURE STATE

- 24/7 Crisis Stabilization Centers
- UCP Telemedicine Pilot
- ED Peer Counselors
- Primary Care Symposium
- 6 Partners with PCMH
- Palliative Care Symposium
- Health Literacy Symposium
- Avoidable Hospitalizations by 25%
- Integrated Care
- Palliative Care Innovation
- Empowered Workforce Lean Processes
- Expansion of Primary Care Capacity and PCMH
- Integrated Asthma & Obesity initiatives
- Focus on VBP & Quality Outcomes
- Population Health Platform
- Opioid Dashboard
- Psyckes Access
- Engagement of Managed Care and local Government
- School Health Services
- SI Drug Prevention Portal

A Trained Workforce is a Transformed Workforce

Higher Education Partnerships

- Created CHW & Care Management Credit Certificate Programs at College of Staten Island (CSI)
- $300,000 in Scholarships for PPS Partners
- Held CSI PPS Partner Day to discuss:
  - Future Curriculum Needs
  - Internships
  - Development of Hiring Pipeline

Training Scope

xG Health Care Management Training

- Engaging home care and hospital staff including nurses and physicians on transitions of care and chronic disease management:
  - COPD, Diabetes, Heart Failure

INTERACT

- All 10 Skilled Nursing Facilities trained on INTERACT
- 22 Certified INTERACT Facility Site Champions

Palliative Care Training

- Comprehensive Palliative Care training implemented All
- Participation from 10 Skilled Nursing Facilities

1199 TEF

- 22 different training courses offered

LEAN Training

- SI PPS sponsored LEAN education series for all partners
- PPS partners using LEAN for process redesign

Training Outcomes

- Over 15,000 hours of PPS partner training
- Partners and CBOs fully engaged in training
- 1,000 participants surveyed

Outcomes

- Improved patient access to clinical and social services
- Process improvement
- Improved communication and understanding

Reducing Hospitalizations
Continuing Care Transformation

Advance Care Planning Explained

Top Videos Viewed by Patients and Families:

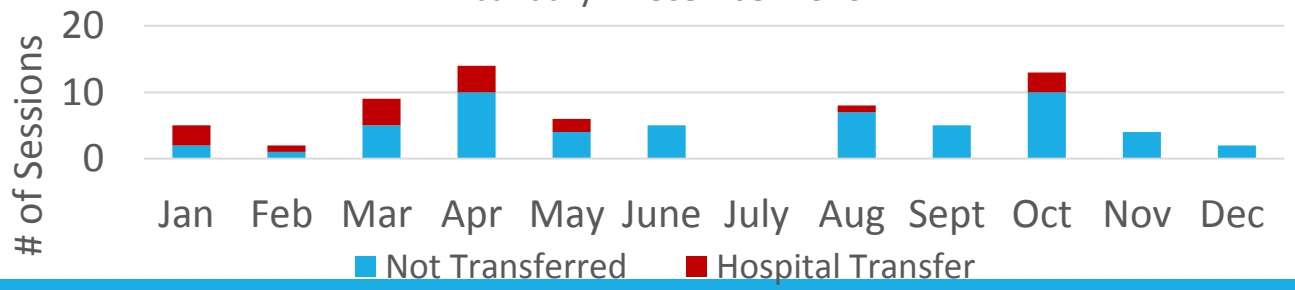
1. What is Palliative Care?
2. Advance Directives
3. Goals of Care: Advanced Dementia
4. The Conversation
5. CPR: Advanced Cancer

Palliative Care Symposium

- Keynote Speaker: Dr. Volandes
- Practitioner Engagement:
  - 154 attendees
  - 23 partner organizations

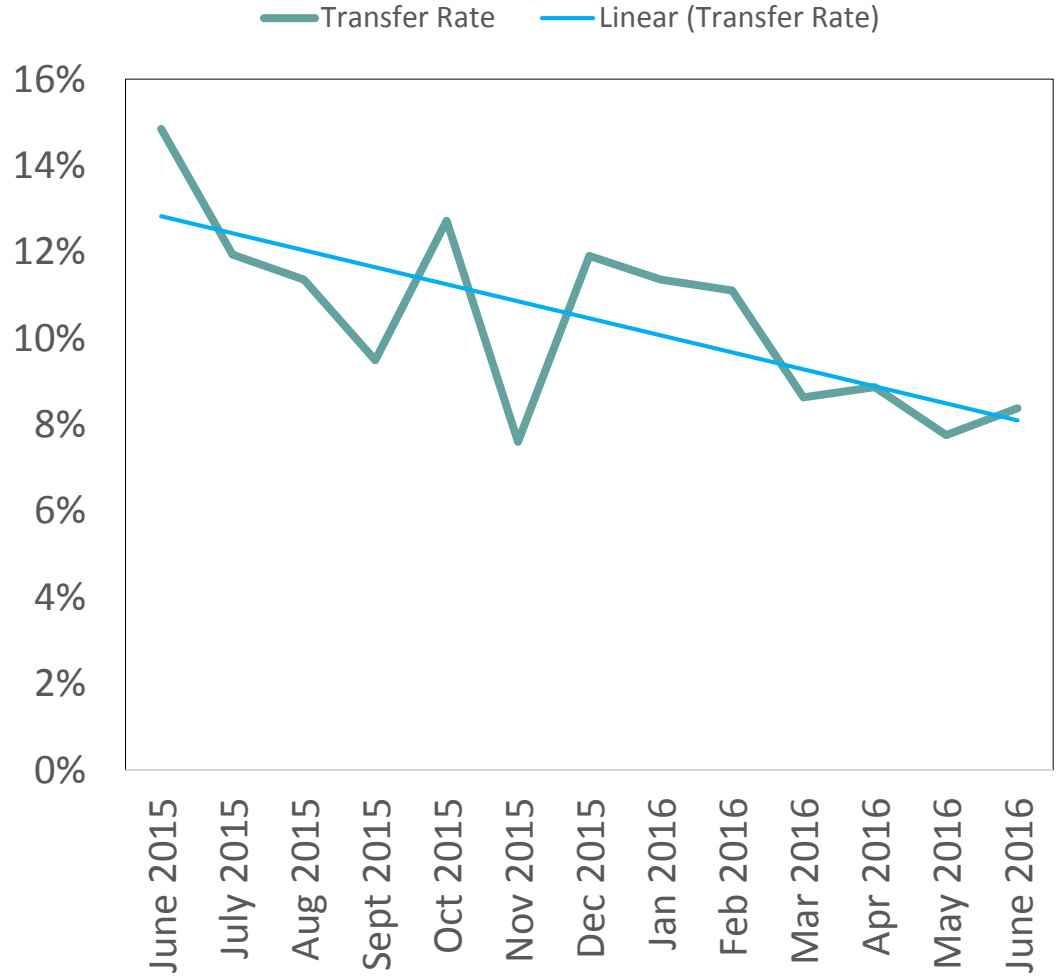
Innovative Technology

Telemedicine Outcomes - Nursing Homes and UCP Sites
January - December 2016



Home Care

Overall Transfer Rate: June 2015-June 2016



Expanding Primary Care & Care Management Capacity

Patient-Centered Medical Home

- Provide technical assistance for 2014 PCMH Level 3 recognition
- Engaging 25 practices and 100+ PCPs in obtaining PCMH recognition
- Promote PCMH standards including care management, care coordination, chronic disease management and population health through partner training and clinical projects

Co-Location

- 7 of 9 primary care sites co-located with Behavioral Health practitioners for screening & assessments
- Connecting partners to Mental Health Service Corps to support integration
- Collaboration with SIPCW to build buprenorphine prescriber capacity

Clinical Interoperability

- Enrolling primary care practices in hospital ED notification system to promote care coordination
- Care Plan Exchange Pilot
- DSRIP dashboard for tracking population health measures

Health Home & Care Management

- SI Cares Health Home includes 6 CMAs & 60+ referral partners
- 1700 individuals received care management services
- Health Coaches/Care Managers embedded in ambulatory sites to engage patients and educate staff

"Patients are pleased to know that they are being heard and any issues are clarified. Many patients are grateful to know that they are not alone and have some ease into understanding their next step(s) in treatment."

Medical Interpreters

- 35 New Qualified Medical Interpreters at 11 Partner Sites
- Spanish, Russian, Albanian, Hindi, Arabic, Mandarin

Video Remote Interpreting

- 20 Partner sites with new equipment
- Spanish & ASL 24/7

Cultural Awareness

Trainings:

- 6 CA/Train the Trainer
  - 12 Partner Sites
- 37 LGBTQ Trainings
  - 1009 Staff
  - 23 Partner Sites
- 4 Military/Integrative
  - 51 Staff
  - 10 Partner Sites
- 19 Disability Ally
  - 299 Staff
  - 16 Partner Sites
- 1,596 People trained 2016

Language Access

- 2015: 22 Sites
- 2016: 50 Sites (2 CBO)
- Supporting partners in ACA Section 1557 compliance

Health Communication

Health Literacy & Cultural Competency

Member of Statewide CCHL Planning Team

Site Champions

- Language Access Guidance
- REAL Data Standardization
- 14 Site Visits

Health Literacy

- Health Literacy Learning Symposium
- 2 Simple Language Workshops
- 35 Documents Simplified

Population Health & CBO Integration

Healthy Neighborhoods

3 CBO's

- ✓ Wagner, St. Johns & CSI *adopt* local communities
- ✓ Engaged 120 CBO's
- ✓ CHANGE Tool data collection

Population Health

2 CBO's

- ✓ City Harvest Nutritionist
- ✓ 350 patient encounters-PCP, DOH, Mobile Market
- ✓ Make the Road NY Asthma home visit

Patient Activators

4 CBO's

- ✓ El Centro, MTRNY, YMCA NAWC & JCC
- ✓ Outreach
- ✓ Navigation

Trust Builders

3 CBO's

- ✓ Health Literacy/Yoga classes Canvas/Island Voice
- ✓ Archcare Faith Navigator/ Timebank
- ✓ NYC Yoga Project

Educators

4 CBO's

- ✓ Pride, PCCS, Intersections
- ✓ LEARN Network: Health Literacy Curriculum

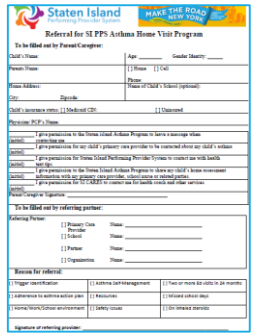
Behavioral Health Integrators

1 CBO

- ✓ Staten Island Partnership for Community Wellness

15 Primary Care Practices

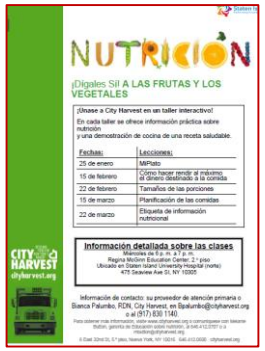
17 Community Based Organizations



Asthma

- Referrals from PCP, ED, Schools & Partners
- Data Share with NYC DOE
- SI Asthma Coalition

Tier 1 CBO Funding: $733,293
Total CBO Funding: $778,293



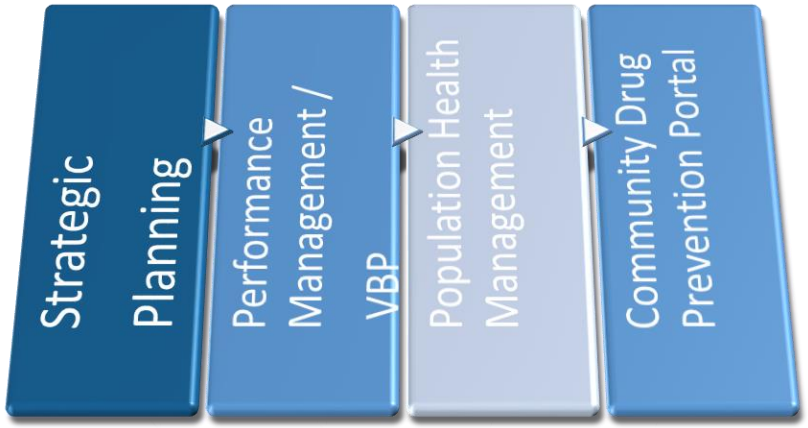
Obesity

- Referrals: 90% of pediatric patients with BMI <95%
- 1:1 Counseling at PCP/Nutrition Workshops
- Rx for Food (405 distributed to date)

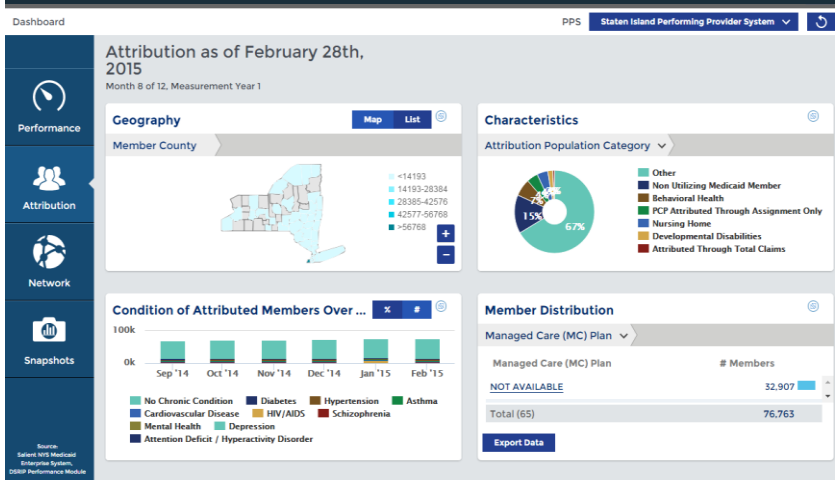
SI PPS Analytics: Tool Portfolio

Turn Data into Actionable Insights

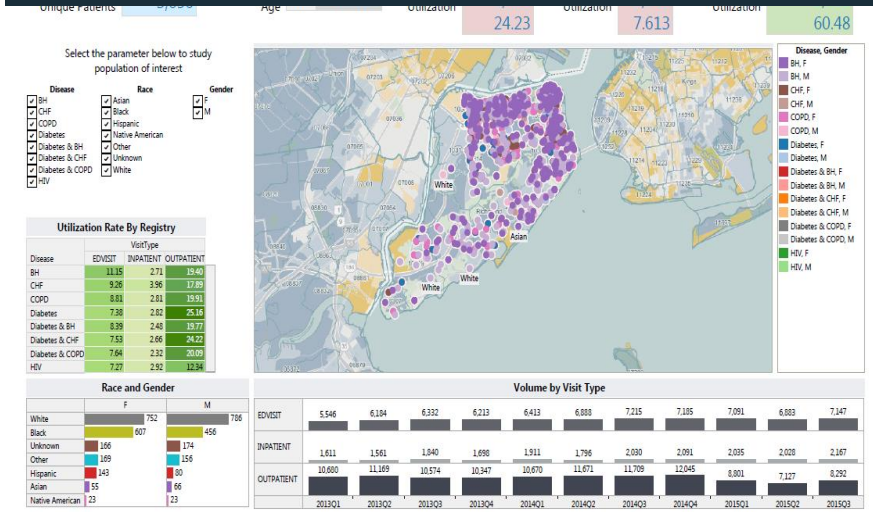
Program Areas



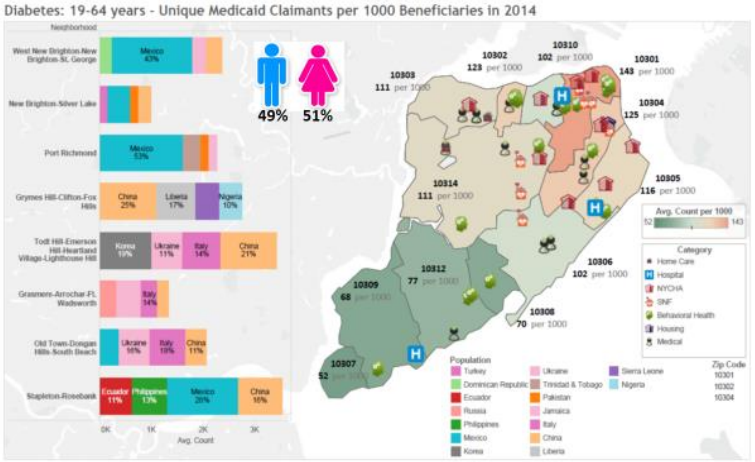
MAPP Dashboard - VBP



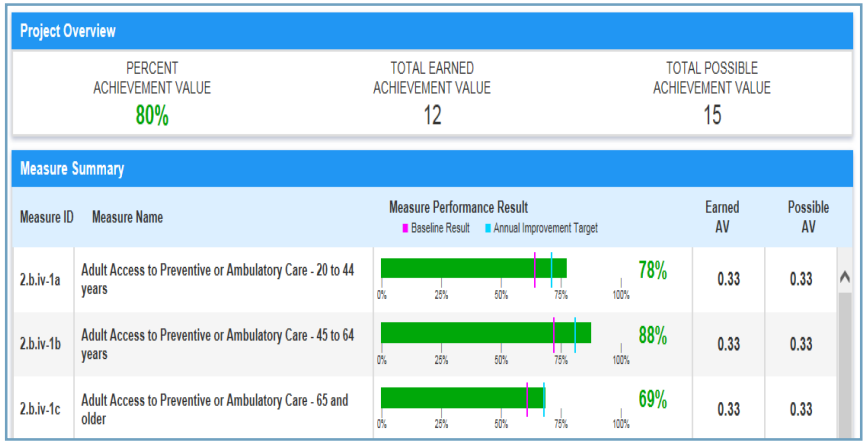
Population Health Management



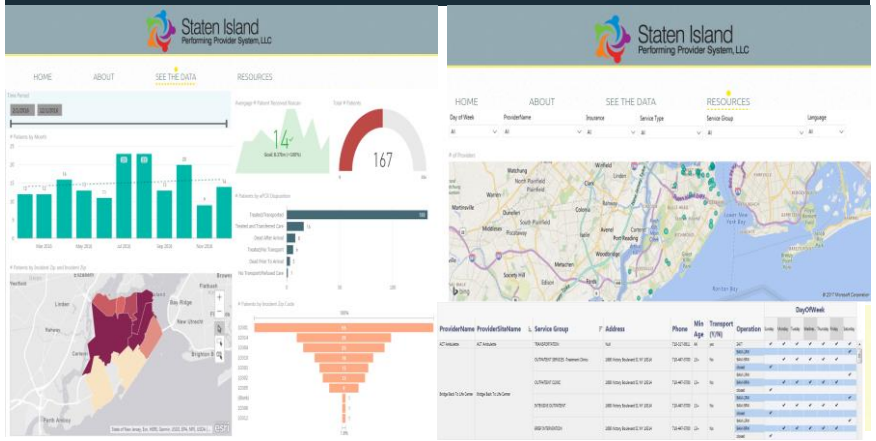
Healthcare Hotspotting



Partner P4P Dashboard



SI Drug Prevention Portal

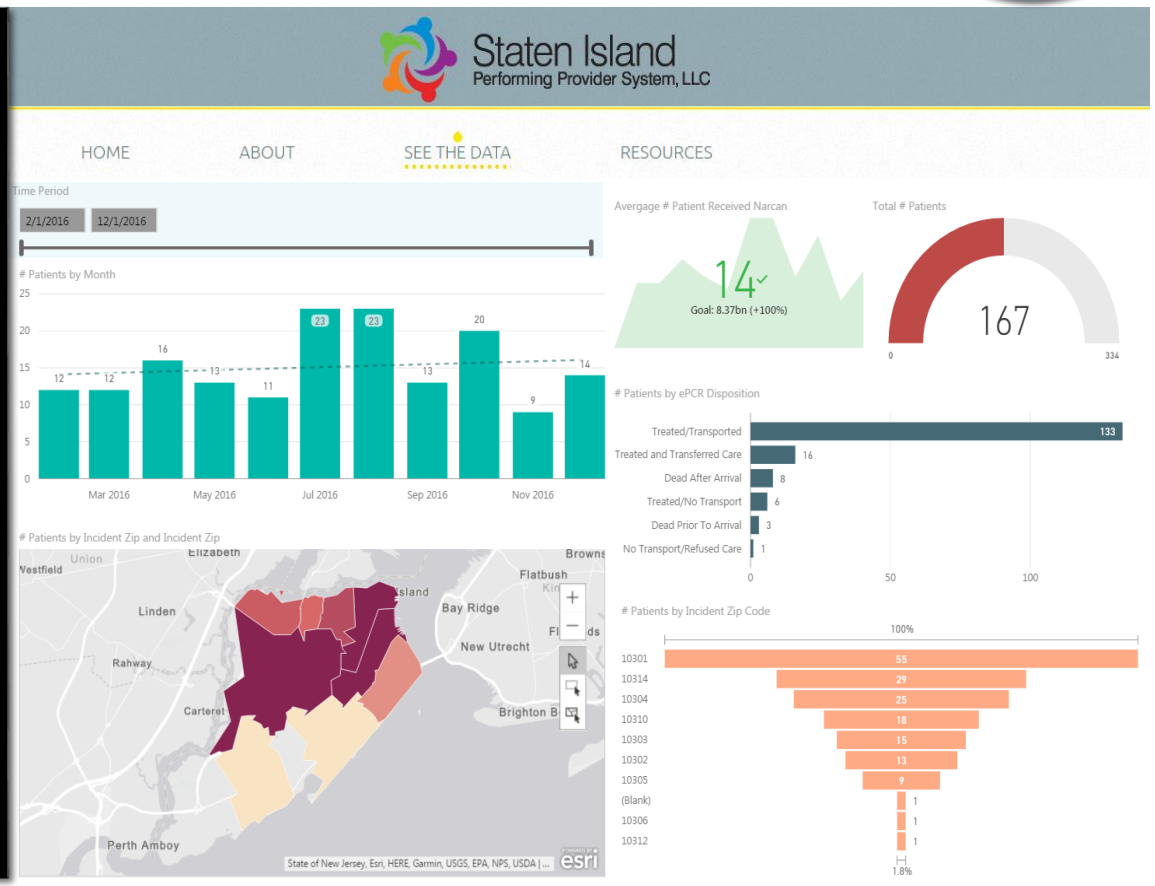


Staten Island Drug Prevention Portal

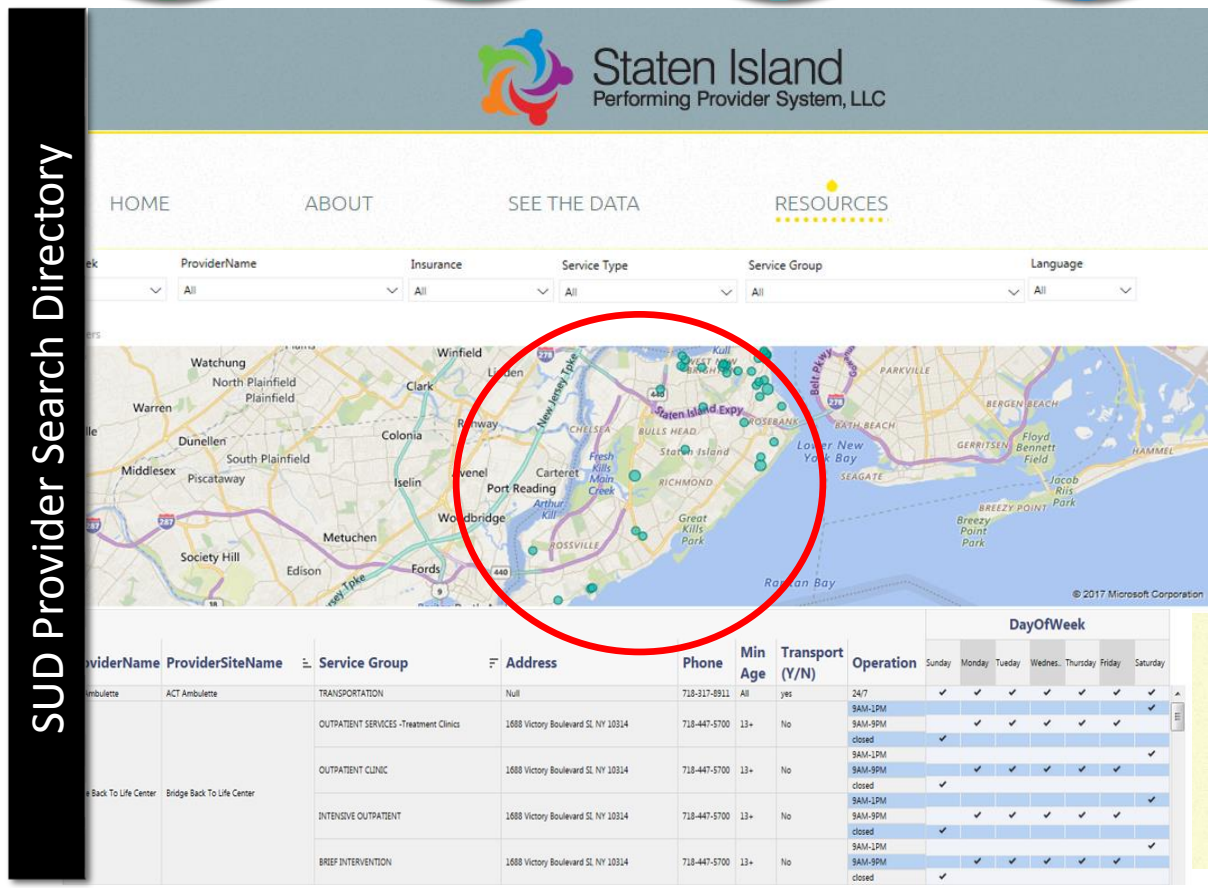
A single place where our community has better access to the right resources to fight drug overdose epidemic

SUD Statistics Dashboard → Drug Prevention Forum → First Responder Data Collection → Community Resources → EHR Integration

Interactive SUD Analytics



SUD Provider Search Directory



Strengthening the Behavioral Health Infrastructure

Establishing and sustaining resources & partnerships to improve access and care

Improving Linkages to BH Services

24/7 Peer Support Network

- Growing capacity
- Staffing in clinical & criminal justice sites
- Long-term training program with CSI
- 24 Peers certified with PPS funds

24/7 SI Connect Call Center

- Appointments
- Transportation

Expansion of Treatment Provider Availability

24/7 Crisis Stabilization & Respite Centers

24/7 Resource & Recovery Centers

Resource Guide

Provider Directory Search App

ED Warm Handoff Pilot

Reduce avoidable SUD-related ED visits

- 119 patients engaged by peers in 6 weeks
- Expediting linkages to treatment providers

BH Specialists in ED

Peer Counselors in ED

SI Connect 24/7 call center

Provider Directory

SUD Treatment Providers

24/7 Crisis Stabilization Centers

Heroin Overdose Prevention and Education (HOPE) Program

Post-arrest & pre-arraignment diversion

- In 7 days, 9 arrested and engaged by Peer Coach, 8 naloxone trained, 2 enrolled

HOPE Program Coordinator

Peer Mentors

24/7 Resource & Recovery Centers

Treatment / Service Providers

SI Connect 24/7 call center

Provider Directory

Providing Integrative Care

Collaborative Care Pilot

Technical assistance for primary care practices to integrate behavioral health

Public Health Detailing

Providing all Staten Island PCPs with BH resources on Opioid Use Disorder, MAT, etc.

Reducing Stigma

Social Media Campaigns & Trainings

Feeling Blue

Awareness on MH issues during holidays

New Year's BH Wellness Resolution

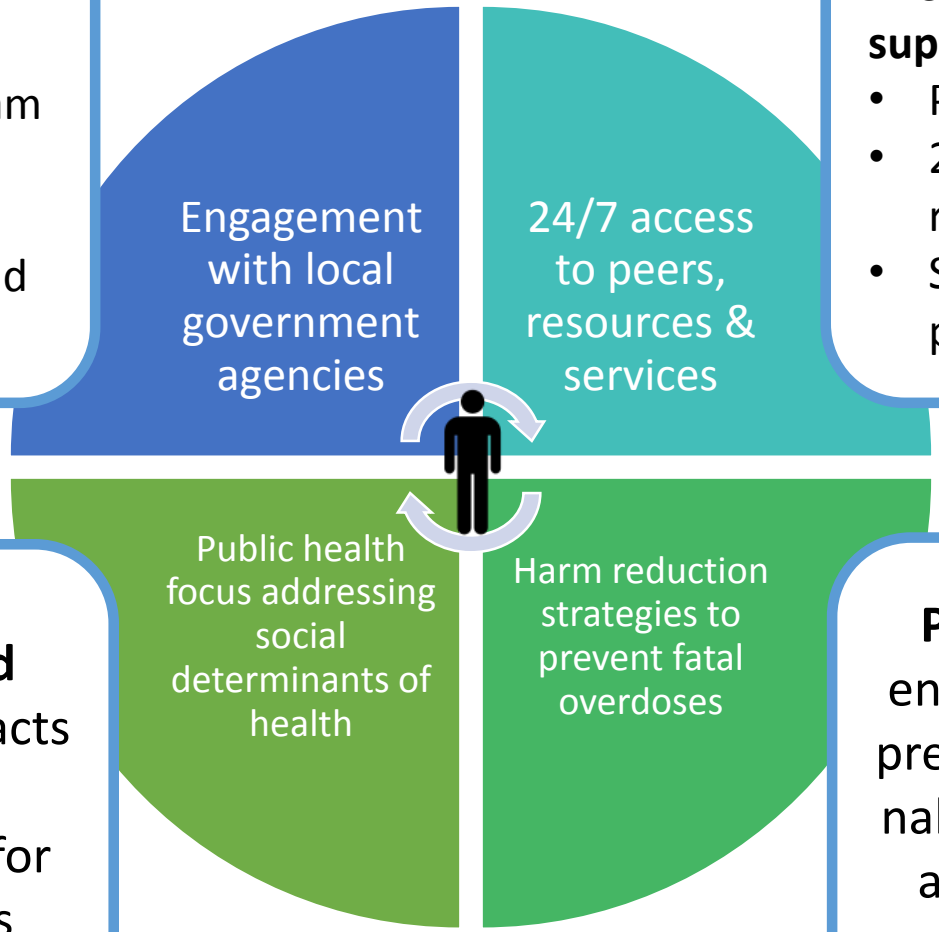
Trainings for providers and front line staff

***Watch Your Words* Campaign**

Heroin Overdose Prevention & Education (HOPE) Pilot
Local Government & Public Health Collaboration

Committed to
- Promoting HOPE program
- Connecting clients to resources and services

PPS funding and support for
- Peer network
- 24/7 resource & recovery centers
- SUD treatment provider access

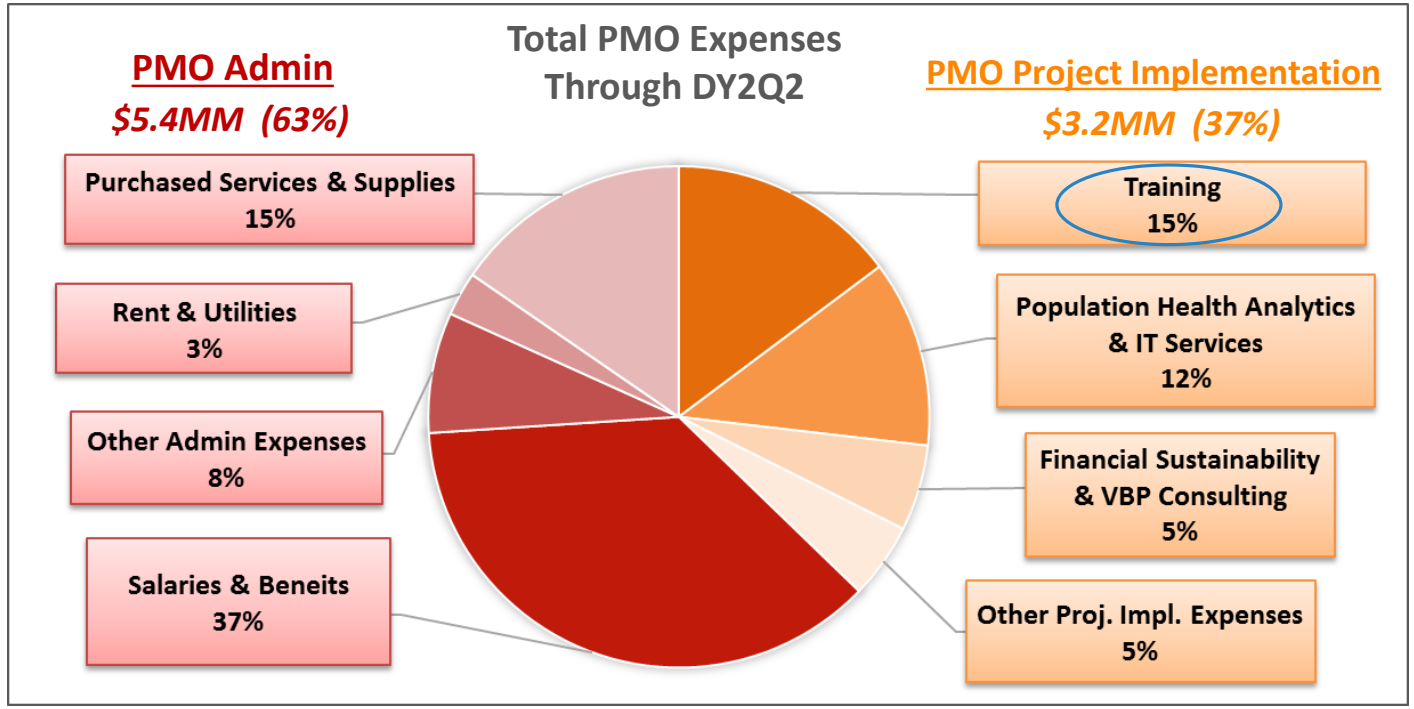


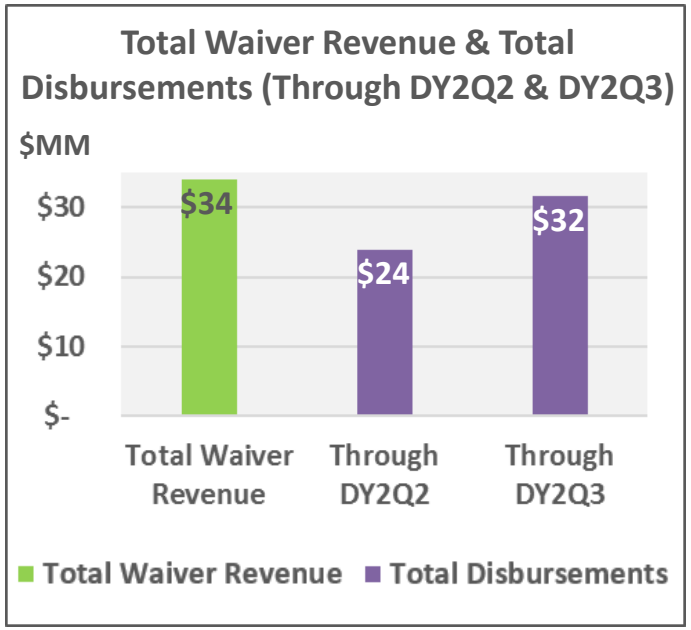
Avoiding a criminal record positively impacts an individual's opportunities for education, jobs and housing

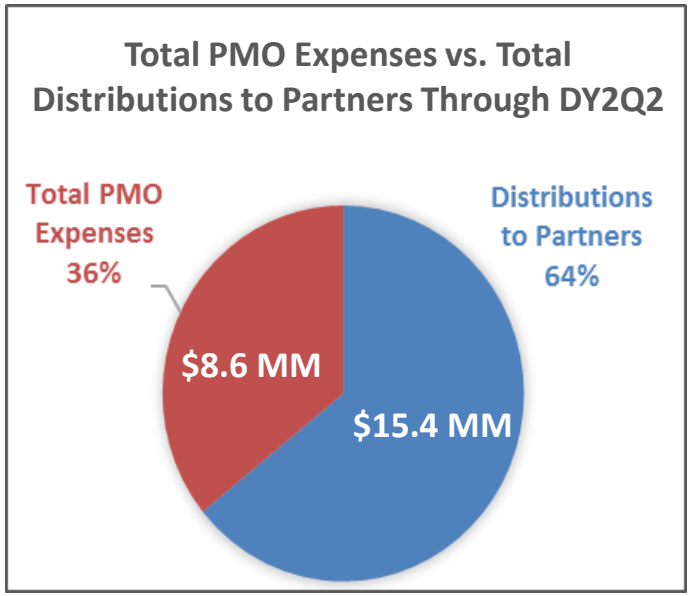
Peer mentors engage clients at precincts, provide naloxone training and distribute kits

Funds Flow Through DY2Q2

- Staten Island PPS disbursed 70% of its Waiver Revenue received through DY2Q2 and 93% through DY2Q3.
- Total PMO Expenses represents approximately 1/3rd of all disbursements and include a portion of Workforce spending.
- Of the ~$8.6MM in Total PMO Expenses, $3.2MM is related to Project Implementation.







SI PPS Community Partner Video

Opportunities & Challenges

Opportunities

Population Health
- Create Coalitions- Asthma, Obesity & SUD
- Focus Hot Spot/Chronic Disease
- Managed Care Organization Collaboration

- **Practice Innovation**
- Grow PCMH
- Integrative Care Development
- Care Coordination

- **Diversion Program**
- Redirect Non-Acute EMS Calls
- Enhance Care Coordination
- Resource Recovery Centers

- **Data Sharing**
- PSYCKES Access
- Managed Care Organizations
- School Health Information Exchange
- RHIO

Challenges

Population Health
- MCO Resistant to engage with PPSs
- LGU Bureaucracy
- Restrictive Outdated Regulation

Practice Innovation
- Cost to Develop Team Care
- Lack of Funding to Support Team Care
- EMR Vendors

Diversion Program
- EMTALA/MHL Regulations & Implications
- Licensure of Providers for medical management/supervision
- Inclusion of law enforcement & BH response training

Data Sharing
- Regulation
- Technical
- EMR Vendors
- RHIO Consent Process