



**Department
of Health**

DSRIP Independent Assessor

Mid-Point Assessment Report

Leatherstocking Collaborative Health Partners PPS

Appendix 360 Survey

Appendix 360 Survey – Leatherstocking Collaborative Health Partners PPS

DSRIP 360 Survey

As part of the Mid-Point Assessment, the Independent Assessor (IA) prepared and disseminated a survey to Performing Provider Systems' (PPS') network partners, to assess the experience and involvement of network partners with the PPS lead entity. The name of the survey was the DSRIP 360 Survey. The IA utilized an electronic survey product to submit and collect survey responses. The survey release date was August 15, 2016 and the close date was September 30, 2016. Weekly reminder notices were sent to every recipient that didn't respond to the survey. The survey was sent to a random sample of the PPS' network partners identified as participating with the PPS lead entity.

The survey consisted of twelve multiple choice questions focusing on four primary areas around three themes. The areas of focus were network partners' experience with *i)* governance, *ii)* contracting and funds flow, *iii)* performance management and *iv)* information technology (IT) solutions. The three themes were engagement, communication and effectiveness. See below for the summary results by question for all responders. The survey instructions asked the survey recipient to answer all questions and to provide comments to each question. The survey responders were anonymous to the PPS lead entity.

Survey Results

Leatherstocking Collaborative Health Partners PPS sample size to be surveyed was calculated to be 41 individual network partner organizations that were identified as participating partners with the PPS lead entity based on the size of their Provider Import/Export Tool (PIT) report. A total of 23 (56%) survey samples were received. Respondents' answers overall were positive with 58% of all respondents' answers were either "Strongly Agree" or "Agree." Below is the breakdown summary of all answers. Not every responder completed every question.

<u>Survey Answers</u>	<u>Answers</u>	<u>Percentage</u>
Strongly Agree	84	30.43%
Agree	76	27.54%
Disagree	18	6.52%
Strongly Disagree	18	6.52%
N/A	80	28.99%
	<u>276</u>	<u>100.00%</u>

Survey responders were requested to leave comments after each question, and to also provide additional overall comments regarding any other aspects of the network partners' experience with DSRIP and the PPS lead entity. Details of responders' comments are included in the appendix. Examples of overall comments are below:

- *"Bassett has done a wonderful job of including SNF providers in this process in a meaningful and tangible way. We are very pleased."*

- *“This PPS has made a good effort to communicate plans to the partners and involved a number of partners in the work--some of those partners have been getting funds, but we have not--and we are working to see how we can fix that.”*
- *“PPS staff are responsive and very helpful”*

The number of survey recipients and responders included the following provider categories as listed in the PPS’ own Provider Import/Export Tool (PIT) report that was delivered with the PPS’ quarterly reports:

	<u>Survey Recipients</u>	<u>Survey Responders</u>
1 Hospital	1	1
2 Nursing Home	3	1
3 Clinic	2	2
4 Hospice	2	1
5 Substance Abuse	2	0
6 Pharmacy	2	2
7 Mental Health Practitioner:	2	2
8 Primary Care Provider (PCP)	7	4
9 Non-Primary Care Provider	13	6
10 Case Manager / Health Home	2	2
11 Community Based Organization	1	0
12 All Other	<u>4</u>	<u>2</u>
	<u>41</u>	<u>23</u>

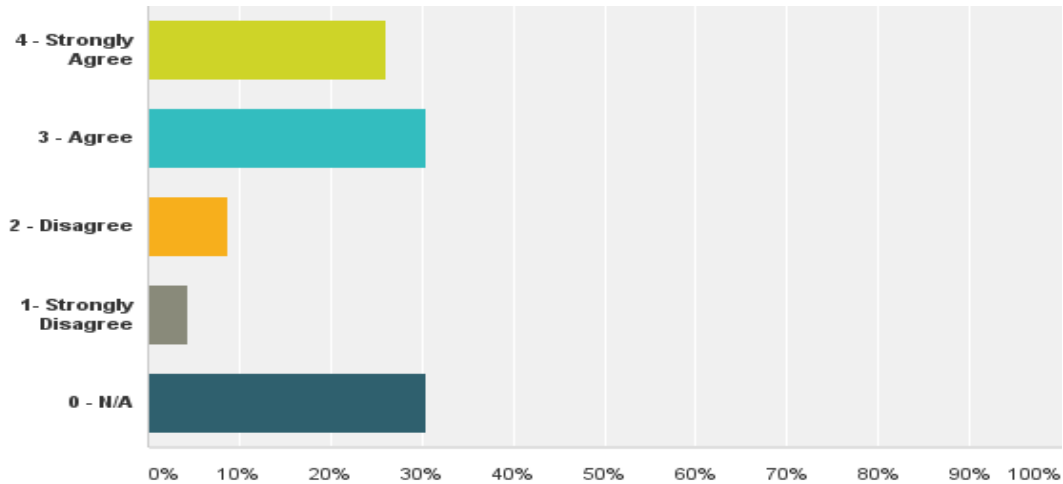
Sampling Methodology

The Independent Assessor (IA) utilized the same sampling plan for selecting network partners for the DSRIP 360 Survey that the IA has used for other sampling processes throughout DSRIP. The universe of network partners to be included in the survey was limited to each individual PPS’ Provider Import / Export Tool (PIT) report, where the PPS marked individual network partners as participating. The sample generated was intended to capture all provider types using a stratified random method. Not every PPS’ sample selected list of network partners included every provider type.

Every PPS delivered to the IA the applicable names and e-mail addresses or mailing addresses for the network partners’ names selected from the random sample generator for each PIT report. In this initial random sample, some PPS’ identified one or more network partners that were not participating with the PPS, or had otherwise left the PPS’ DSRIP project.

Below are each of the 12 questions included in the survey, with corresponding charts showing the variety of responses from partners. Included for each question are comments from partners related to their response to that particular question.

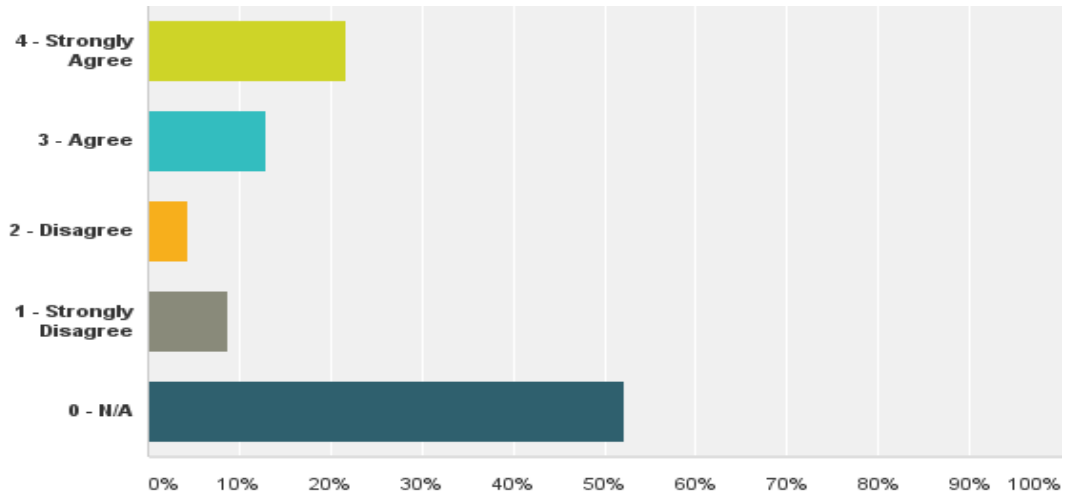
Q1: Governance: The PPS engaged you in its governing board, committees and/or solicited input from you as a network partner.



Sample of comments for question 1:

- *"I am an employed practitioner of Bassett Medical Group. The executive leaders at Bassett encourage input from committee members that represent the medical staff."*
- *"At this stage, the DSRIP process seems to be mostly in administrative/management's hands. Input is sought from managers or medical directors, not each individual provider in the Bassett Health Care network."*
- *"Our organization has been involved in several committees and we have been engaged as a network partner."*
- *"Participation [was] requested, but input seemed to be discounted from all but Bassett partners."*

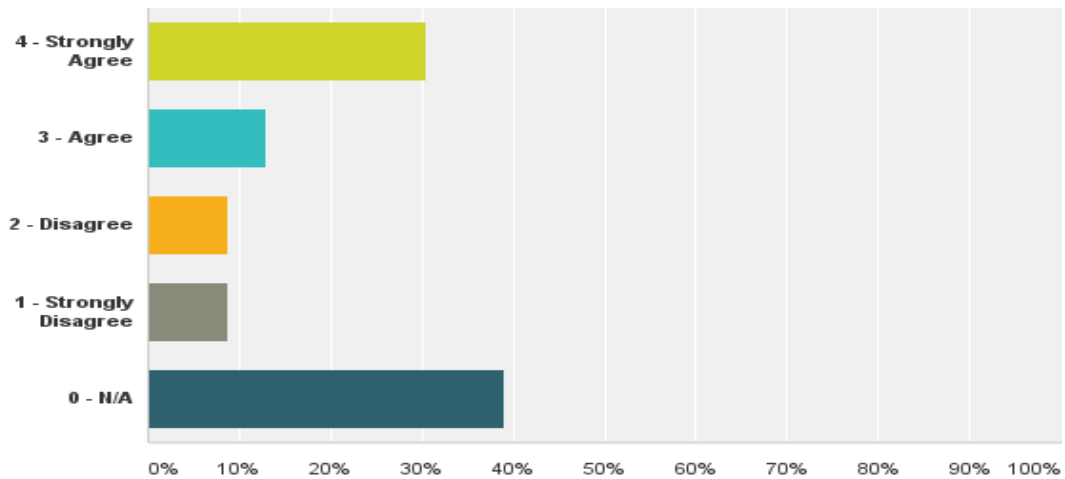
Q2: Contracting and/or Funds Flow: The PPS engaged you in the development of your contract and/or the funds flow/budgeting process.



Sample of comments for question 2:

- *“While I was involved in one Funds Flow meeting as a part of one committee, I feel that the process has not been as clear as the process outlined by other PPS with which I am involved--and while I have received monies thru the other PPSs, I have not received anything thru this PPS yet.”*

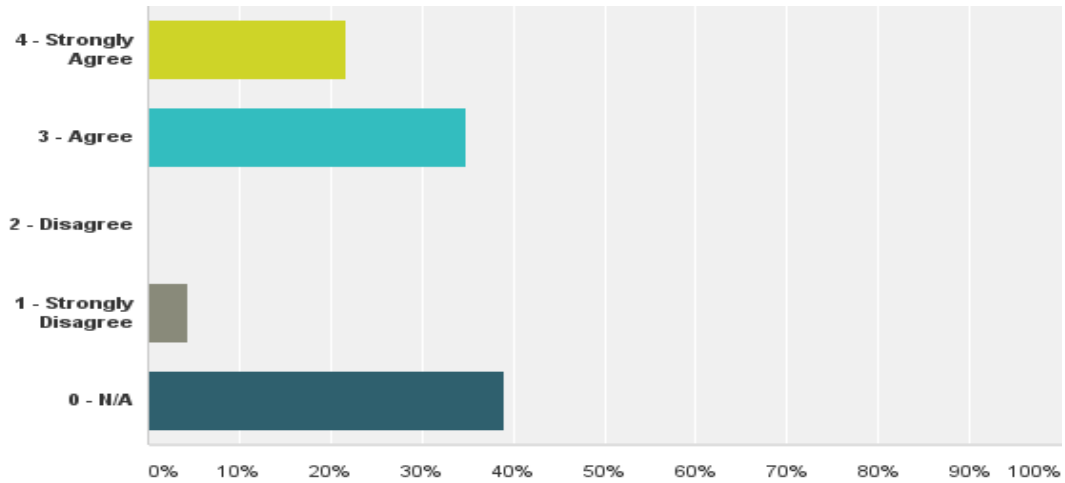
Q3: Performance Management: The PPS engaged you in project implementation efforts (planning and execution) for the projects in which you participate as a network partner.



Sample of comments for question 3:

- *"To date, my division (digestive diseases) has not been involved in these projects."*
- *"Department chiefs and administrative leaders have been engaged in projects occurring in their respective areas."*
- *"Project managers request input from medical staff that are impacted by the projects."*
- *"DSRIP managers and department managers/chiefs are more involved than each individual provider."*
- *"[I] have been extensively involved in planning and some in execution for several projects."*

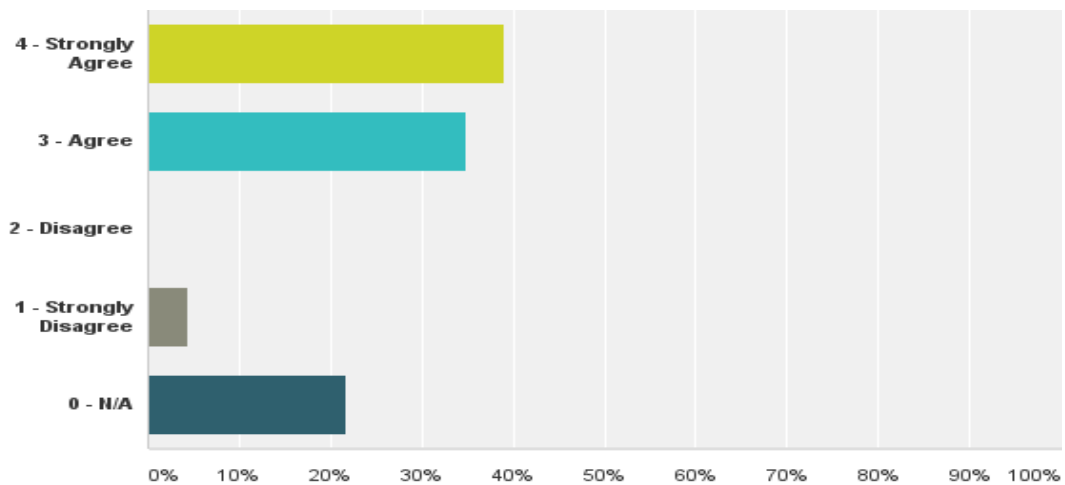
Q4: IT Solutions: The PPS has sought to understand your organization’s IT capabilities and your IT needs to support the DSRIP effort.



Sample of comments for question 4:

- *“Project leaders have presented their needs to accomplish DSRIP’s goals to IT.”*
- *“In addition to an IT survey, we have had some limited discussions about IT needs.”*

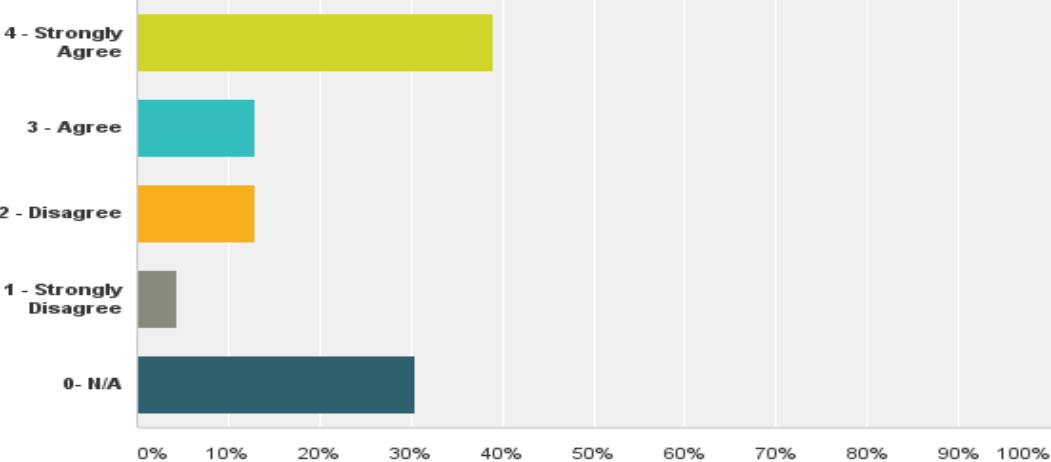
Q5: Governance: The PPS communicated its governance activities and/or changes to the governance plan to you as a network partner.



Sample of comments for question 5:

- *“[They have been] presented at various meetings and in-house publications.”*
- *“Communication [has been made] through network updates and “Town Meetings.”*

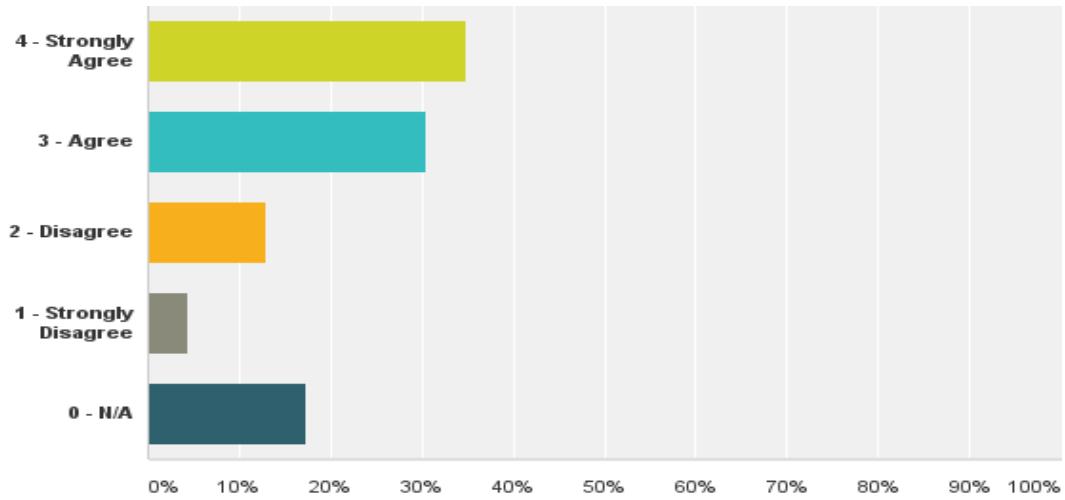
Q6: Contracting and/or Funds Flow: The PPS communicated its funds flow distribution plan and described how this plan pertains to network partners and their involvement in projects.



Sample of comments for question 6:

- “[Communication has been made] through talks and newsletters.”
- “Communication [has been made] through network updates and ‘Town Meetings.’”
- “I think the PPS may feel this has been communicated through presentations, but, through action, it isn't as clear as some other PPS.”

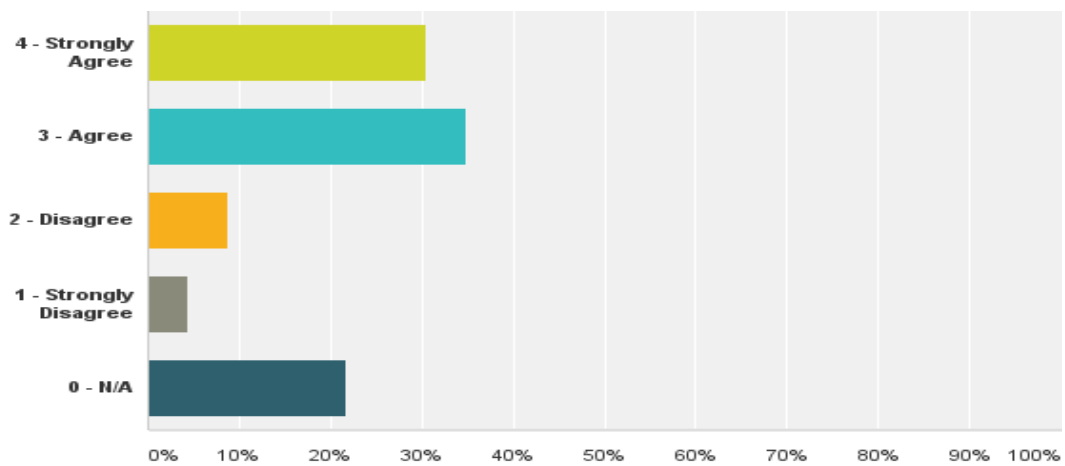
Q7: Performance Management: The PPS communicated it's plans to share performance data with you as its network partner.



Sample of comments for question 7:

- *"Department chiefs and administrative leaders have been engaged in projects occurring in their respective areas."*
- *"[Communication] occurs at provider meetings."*
- *"Plans have been communicated."*

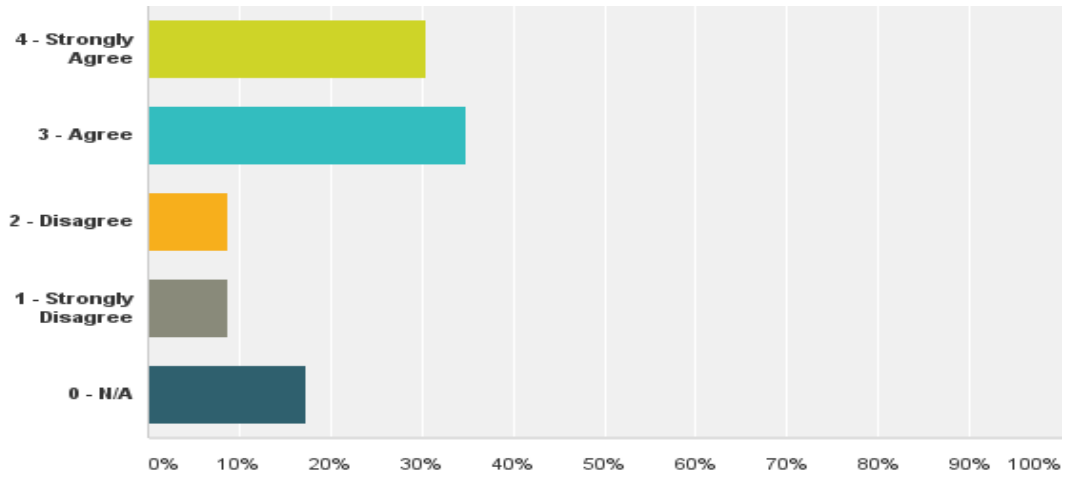
Q8: IT Solutions: The PPS communicated the availability of resources or support for IT solutions to address network partner needs.



Sample of comments for question 8:

- *"We have excellent IT services."*
- *"We are unsure of what resources are available to support IT needs."*

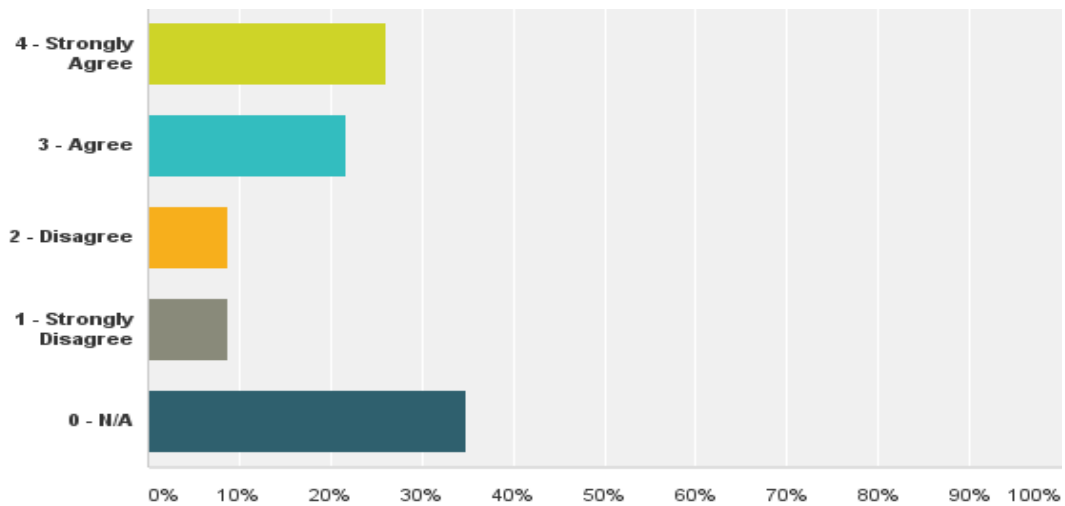
Q9: Governance: The PPS governance structure is effective in facilitating your progress towards meeting the DSRIP goals.



Sample of comments for question 9:

- *“Executive leaders keep staff on track with project goals.”*

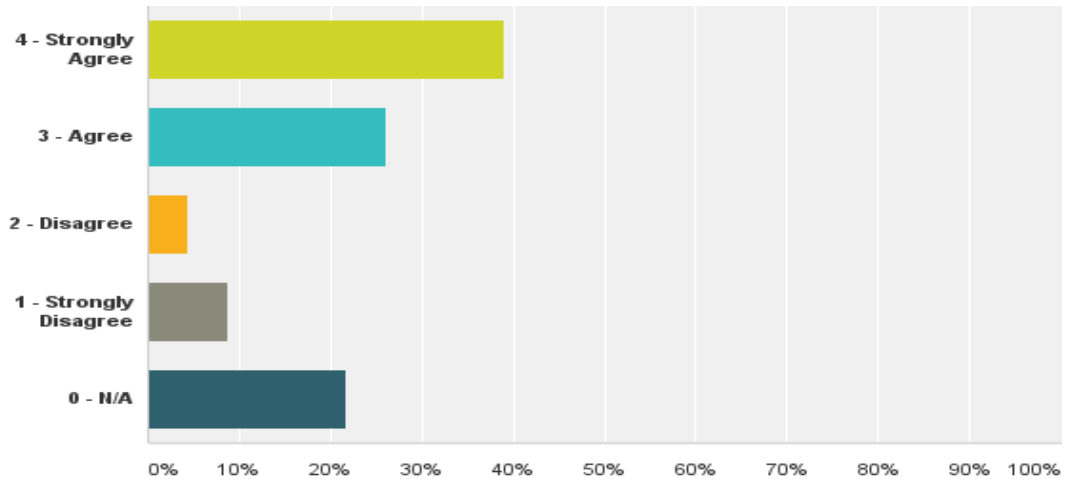
Q10: Contracting and/or Funds Flow: The PPS has been effective in establishing contracts and/or flowing funds to you as a network partner.



Sample of comments for question 10:

- *“We have participated in the work of the projects, but have not received any funds to date.”*

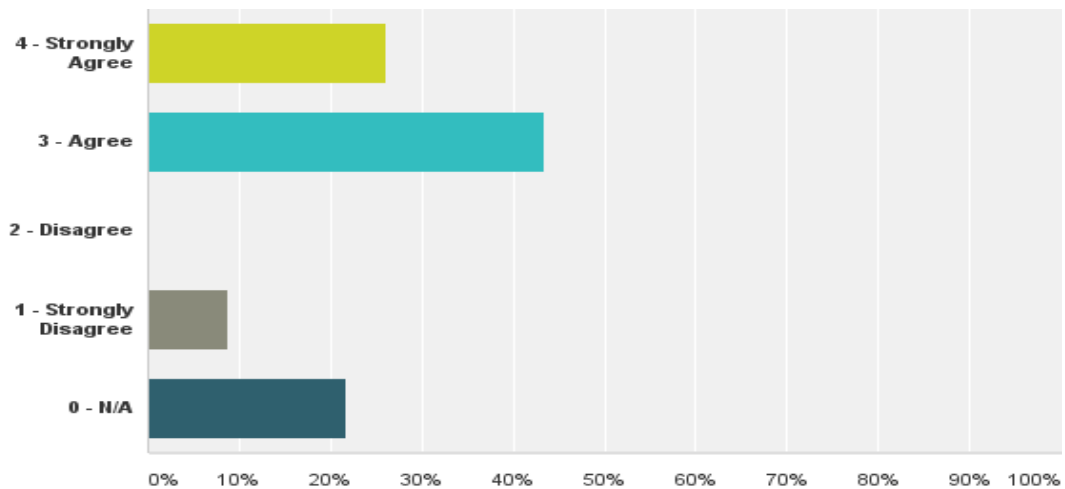
Q11: Performance Management: The PPS has been effective in detailing how it will monitor the performance of its network partners against metrics and facilitating quality improvement efforts.



Sample of comments for question 11:

- *“Recommendations for quality improvement are set forth through Best Practices updates.”*
- *“I have not been apprised of how this process will work.”*

Q12: IT Solutions: The PPS has been effective in providing solutions or support to ensure DSRIP goals are met.



Sample of comments for question 12:

- *“Project leaders, clinicians and information technology/data analytics community collaborate on this.”*
- *“IT support is effective”*
- *“This PPS has at least offered some IT solutions for projects, though limited.”*