



**Department
of Health**

DSRIP Independent Assessor Mid-Point Assessment Report

Bronx Health Access PPS

Appendix 360 Survey

November 2016

www.health.ny.gov

Prepared by the DSRIP
Independent Assessor

Appendix 360 Survey – Bronx Health Access 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

Bronx Health Access PPS' sample size to be surveyed was calculated to be 45 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 20 (44%) survey samples were received. Respondents' answers overall were positive with 72% 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>Total of all Responders' Answers</u>	<u>Percentage</u>
Strongly Agree	93	40.09%
Agree	74	31.90%
Disagree	42	18.10%
Strongly Disagree	5	2.16%
N/A	18	7.75%
	<u>232</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:

- *"The way ahead from project performance to system transformation remains uncertain."*

- *“The hospital is actively engaged with 10 projects and in the process of implementation. Many aspects will unfold as it progresses.”*
- *“One project created and implemented by NYS DOH could have saved millions of dollars in lost productivity.”*
- *“I have not been the most active participant. I am one of the biggest Social Service Providers in NYC and have not been actively recruited.”*
- *“The overarching infrastructure of what Bronx Health Access is working to establish, is being created to effectively address the engagement and health of our patient population.”*
- *“We have a very close relationship with the PPS at all levels, and we're glad to work with them. The PPS team is informed, committed, and enjoyable to work with.”*
- *“Working in the New York Metropolitan area has required that we work with each and every PPS serving Bronx, Kings, Nassau, New York and Queens Counties. The burden has been overwhelming and led to inefficiencies across the board. From the perspective of a community-based provider, the DSRIP should have been one program created and executed by the NYS Department of Health so that agencies could deal with one central office rather than splintering their time, resources and efforts.”*

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	2	0
2 Nursing Home	2	0
3 Clinic	2	0
4 Hospice	2	1
5 Substance Abuse	2	2
6 Pharmacy	2	1
7 Mental Health Practitioner:	2	1
8 Primary Care Provider (PCP)	4	1
9 Non-Primary Care Provider	10	5
10 Case Manager / Health Home	2	1
11 Community Based Organization	5	5
12 All Other	<u>10</u>	<u>3</u>
	<u>45</u>	<u>20</u>

Sampling Methodology

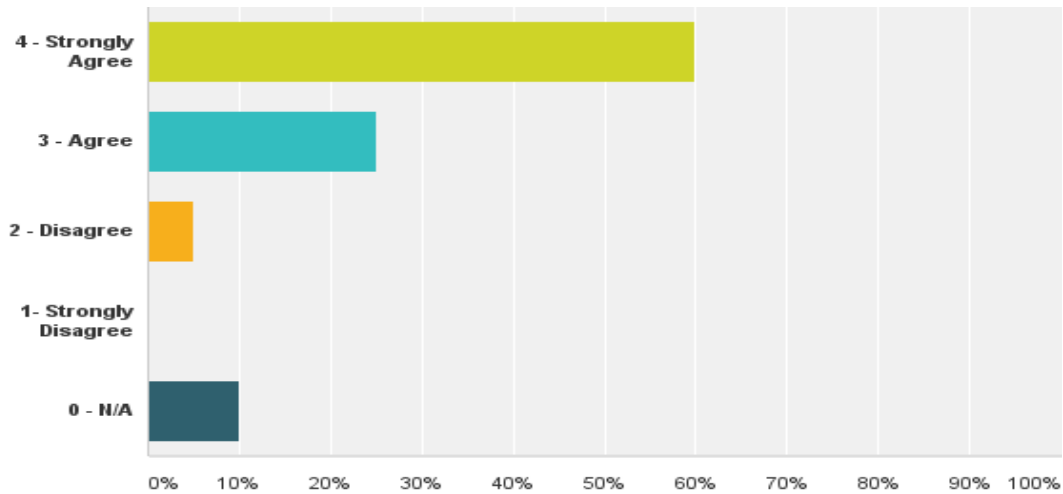
The Independent Assessor (IA) utilized the same sampling plan for selecting network partners for the DSRIP 360 Survey that the IA has used for other sampling processes throughout DSRIP. The universe of network partners to be included in the survey was limited to each individual PPS’ Provider Import / 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.

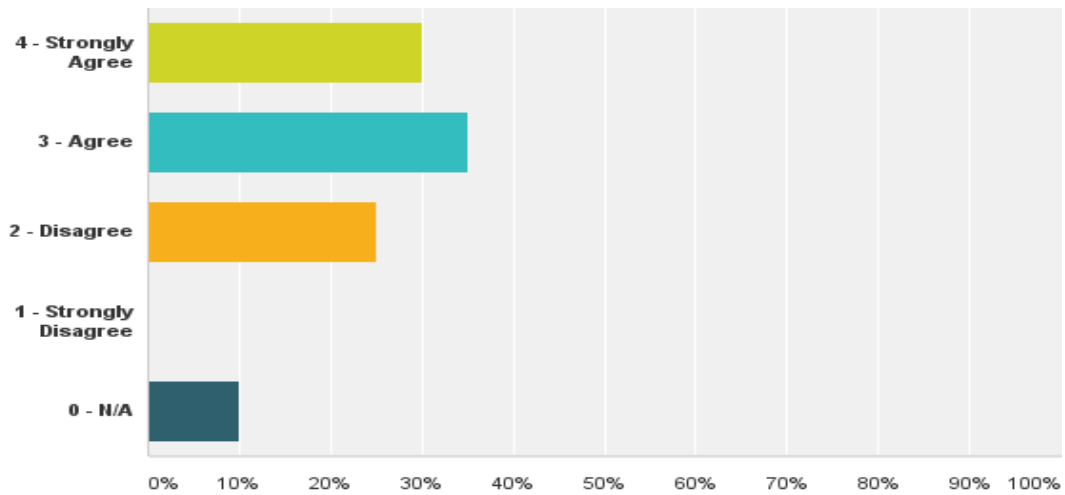
Q1: Governance: The PPS engaged you in its governing board, committees and/or solicited input from you as a network partner.



Sample of comments for question 1:

- *“The PPS has engaged me from the very beginning, in town halls and board, emphasizing the importance of behavioral health.”*
- *“We are often asked for best practices and input on all projects; we're very included in decision making.”*

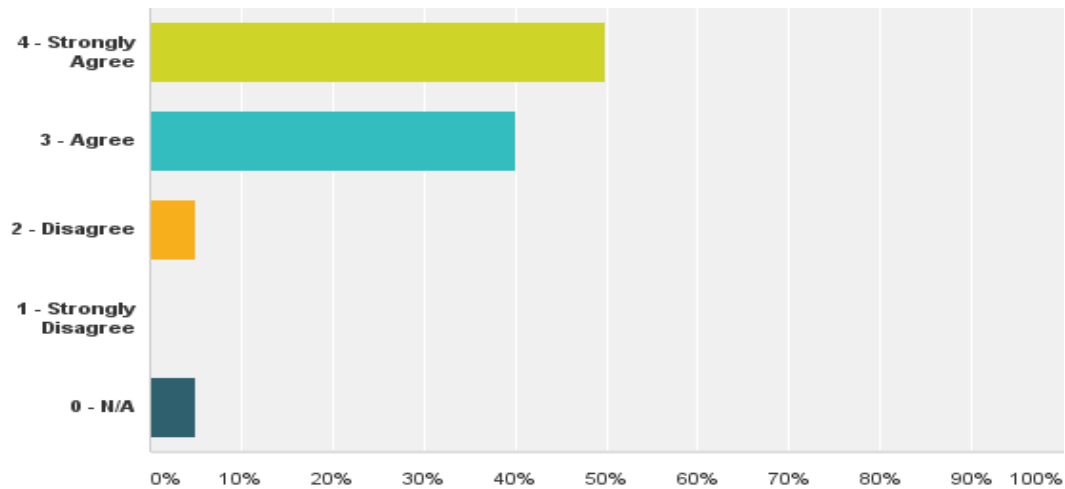
Q2: Contracting and/or Funds Flow: The PPS engaged you in the development of your contract and/or the funds flow/budgeting process.



Sample of comments for question 2:

- *“Contract was provided, but we did not have input.”*
- *“The budget process has been complex but clear.”*
- *“Smaller agencies had no say in the terms of the contracts, and major hospitals appear to control all the funds.”*
- *“Our organization was able to participate in the development of the funds flow process; the result of which is very clear and dependable.”*

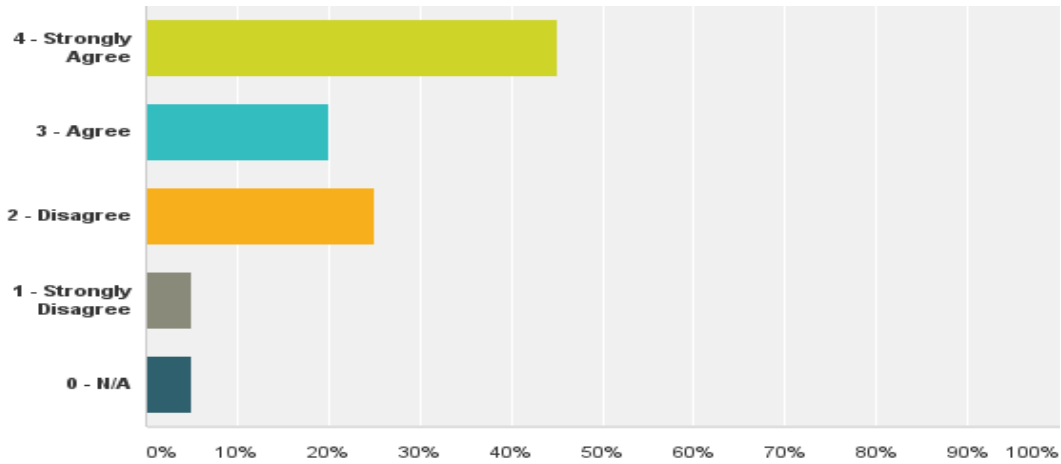
Q3: Performance Management: The PPS engaged you in project implementation efforts (planning and execution) for the projects in which you participate as a network partner.



Sample of comments for question 3:

- *“Bi-weekly meetings of the Clinical and Quality Committee have been well run and well attended.”*
- *“The untold number of meetings has been tremendously burdensome.”*
- *“We were invited to participate on all committees, and we are an active partner in those committees. We are frequently asked for input and suggestions.”*

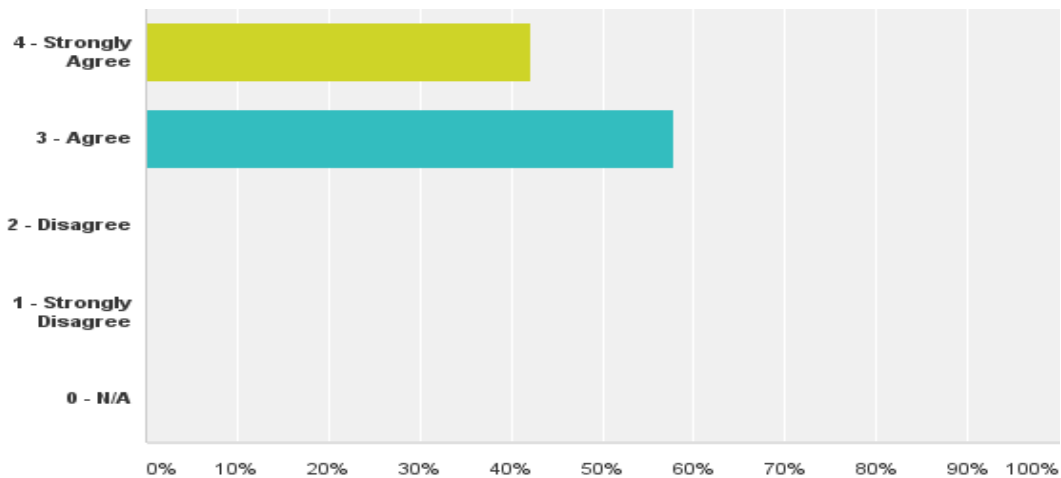
Q4: IT Solutions: The PPS has sought to understand your organization’s IT capabilities and your IT needs to support the DSRIP effort.



Sample of comments for question 4:

- *“No discussions of this nature to my knowledge.”*
- *“We have completed more IT questionnaires, evaluations and surveys than I can count and do not appear to be any closer to inter-connectivity. At the beginning of DSRIP, the hope of inter-connectivity held great promise, but we have seen absolutely no results.”*
- *“I couldn't agree more. The PMO's IT team has been very engaged in understanding our systems - even coming to our sites to learn our flows within our EMR. The team has also offered to help interface with the RHIO to ensure that the connection process runs smoothly.”*

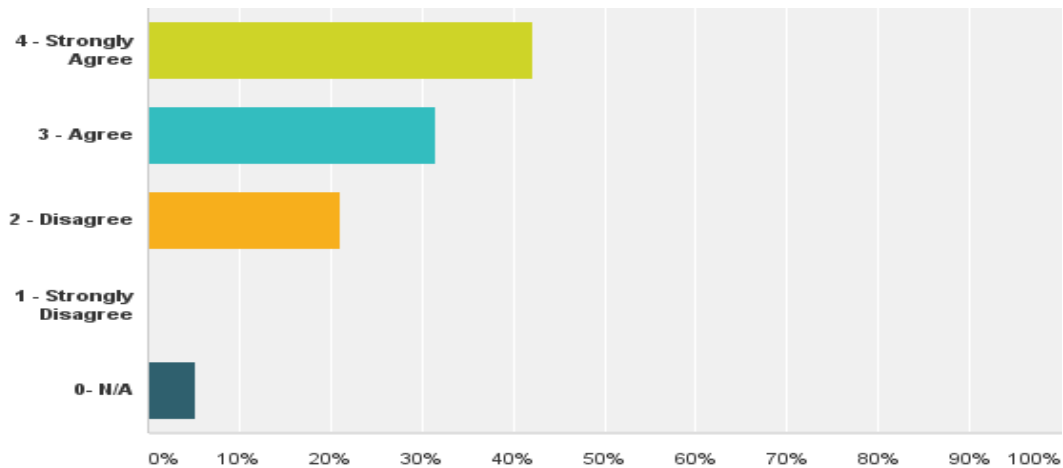
Q5: Governance: The PPS communicated its governance activities and/or changes to the governance plan to you as a network partner.



Sample of comments for question 5:

- *“We have a seat on the governance committee, and the PPS leadership communicates regularly about changes or anything else we need to know.”*

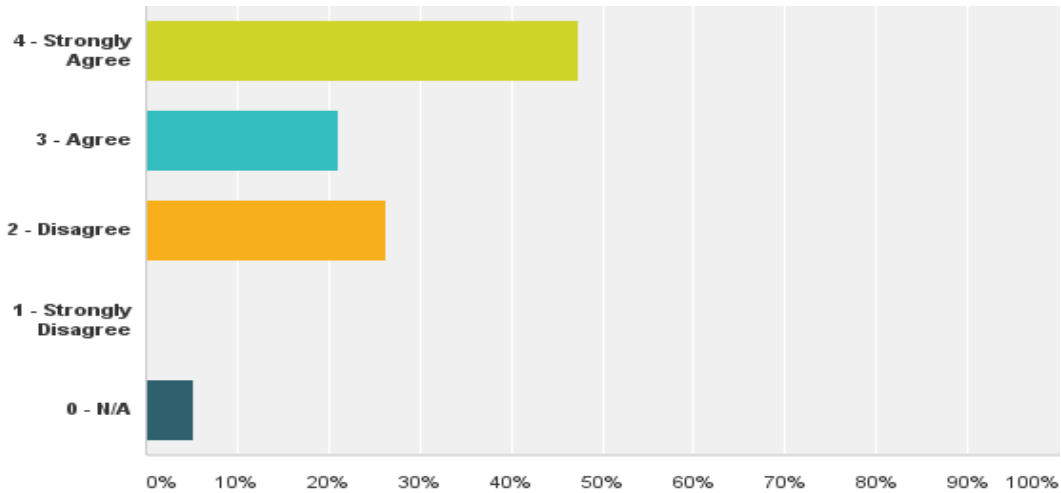
Q6: Contracting and/or Funds Flow: The PPS communicated its funds flow distribution plan and described how this plan pertains to network partners and their involvement in projects.



Sample of comments for question 6:

- *“The Finance Committee has been clear, although the methodology has evolved over time.”*
- *“The distribution of funds flow seems to have changed from a year or so ago.”*
- *“It seems to be in the major hospitals' self-interest to keep this process as opaque as possible since nearly all funds flow to the hospitals.”*
- *“The PPS held special meetings to expressly discuss the funds flow process, through the finance committee and other meetings.”*

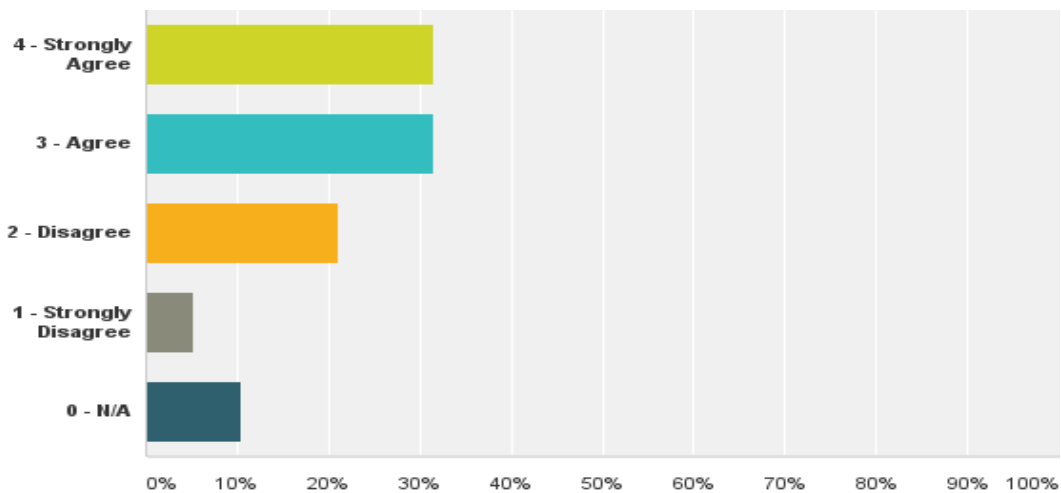
Q7: Performance Management: The PPS communicated it's plans to share performance data with you as its network partner.



Sample of comments for question 7:

- *"As co-lead and participation on committees, I have seen performance data."*
- *"I do not believe I have seen a plan, but it's not of worry at this time as we're only reporting on process and not outcomes. I fully anticipate that the PMO will communicate with us well in advance"*

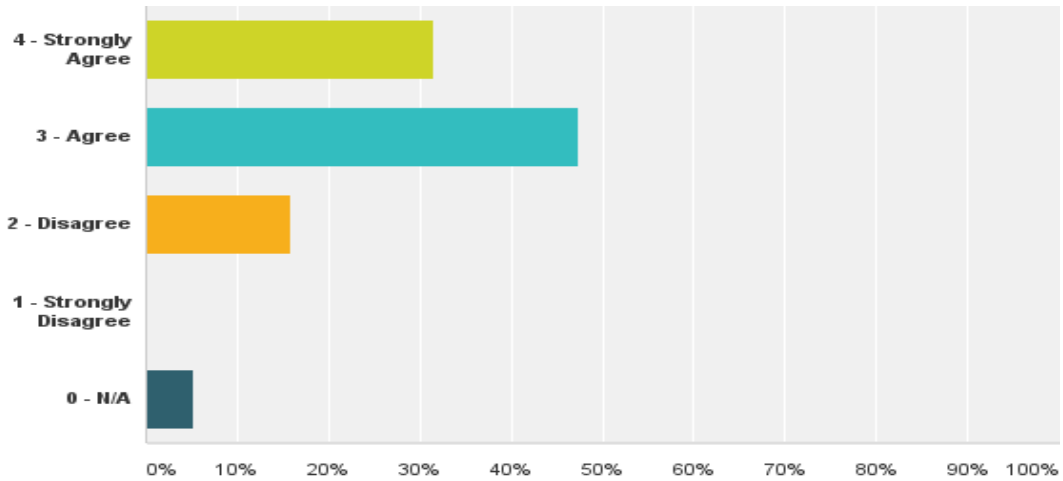
Q8: IT Solutions: The PPS communicated the availability of resources or support for IT solutions to address network partner needs.



Sample of comments for question 8:

- *"No mention of this."*
- *"Can't evaluate as my organization is not in need"*
- *"Not one PPS has offered ANY IT support."*

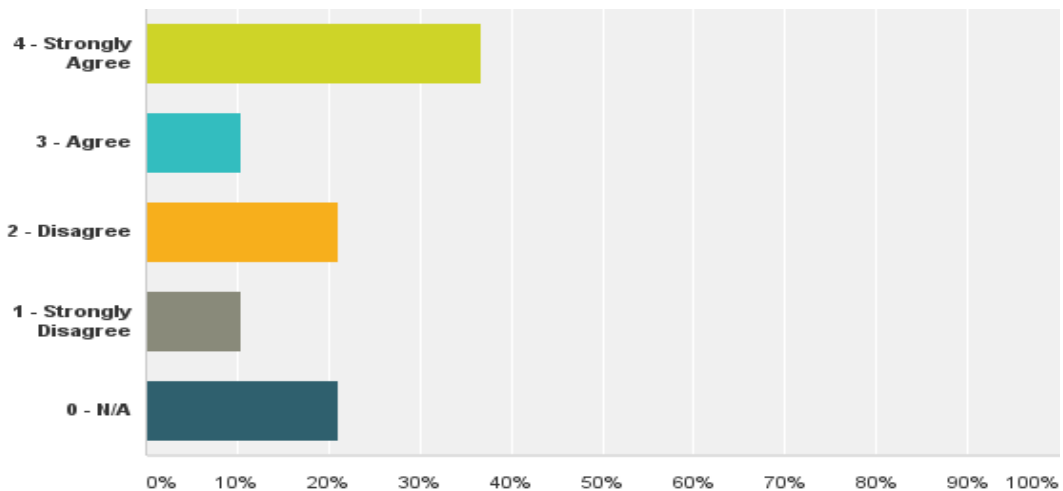
Q9: Governance: The PPS governance structure is effective in facilitating your progress towards meeting the DSRIP goals.



Sample of comments for question 9:

- *"The various committees do transmit information up through the Governance Committee."*
- *"The PPS Governance does not appear to want more than the appearance of participation by community service providers."*
- *"The PPS consistently offers support for all measure within each project."*

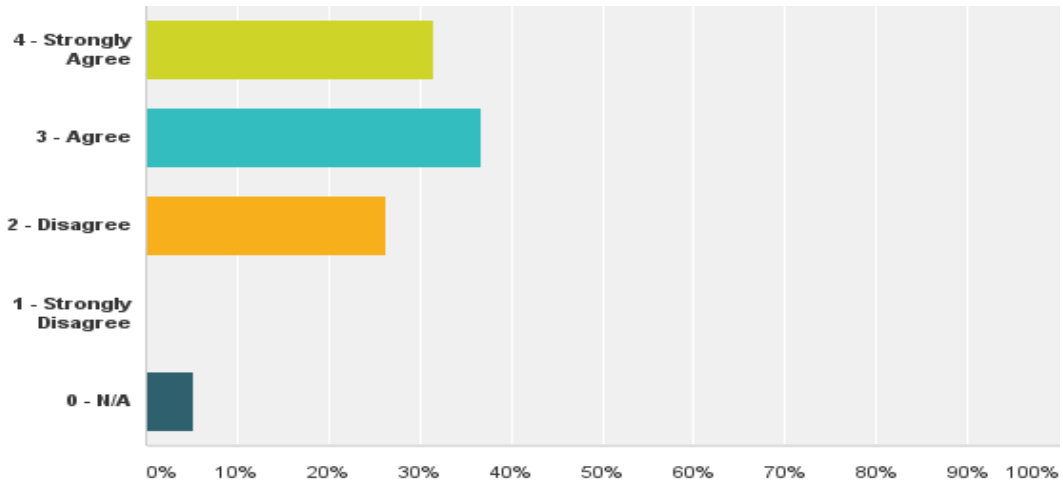
Q10: Contracting and/or Funds Flow: The PPS has been effective in establishing contracts and/or flowing funds to you as a network partner.



Sample of comments for question 10:

- *"Contract recently signed. No funds received to date."*
- *"I am only aware of funds flowing to the major hospitals."*
- *"This process is seamless."*

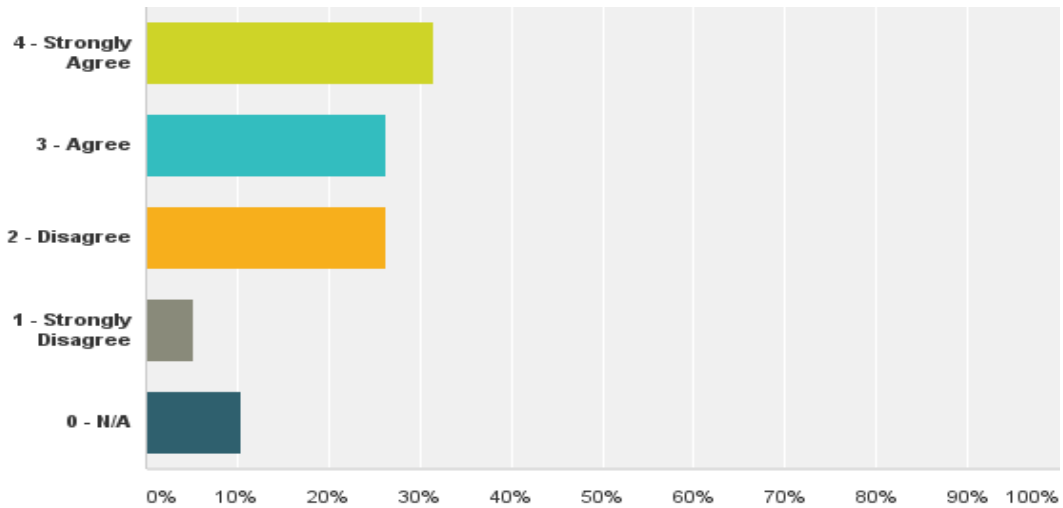
Q11: Performance Management: The PPS has been effective in detailing how it will monitor the performance of its network partners against metrics and facilitating quality improvement efforts.



Sample of comments for question 11:

- *“The PMO has asked for us to fill out templates with statuses on where we are with certain projects. They're easy to use, and if we have a question, they respond promptly.”*

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:

- *“Not yet.”*
- *“We are not yet part of this phase.”*
- *“Disappointed in the lack of progress towards inter-connectivity.”*