NEW YORK STATE | **Department of Health**

DSRIP Independent Assessor

Mid-Point Assessment Report

Care Compass Network PPS

Appendix 360 Survey

Appendix 360 Survey – **Care Compass Network 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

Care Compass Network PPS sample size to be surveyed was calculated to be 27 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 11 (41%) survey samples were received. Respondents' answers overall were <u>positive</u> with 82.6% of all respondents' answers were either "Strongly Agree" or "Agree." Below is the breakdown summary of all answers.

Survey Answers	Total of all Responders' Answers	Percentage
Strongly Agree	35	26.52%
Agree	74	56.06%
Disagree	22	16.67%
Strongly Disagree	1	0.76%
N/A		0.00%
	132	100.00%

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:

- *CCN has been very professional and engaging as a PPS. We are partners with 2 PPS systems and CCN is very open to ideas and suggestions and is engaging partners and allowing stakeholders to provide valuable input from all different provider types versus it being controlled by a hospital organization that*

wants to set up procedures their way only. CCN has really reached out to CBOs as well as other organizations to find the best support systems within the community for the best outcomes and has done a great job at involving partners in every aspect possible. Communication is excellent in that regards."

- *"It is often hard to get some context for these sorts of large picture issues for a CBO like ours. I am sure I may have missed it but I think it would be helpful for a general explanation to be developed as to how the PPS sees the role of such CBOs in the 'big picture.'"*

The numbers 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:

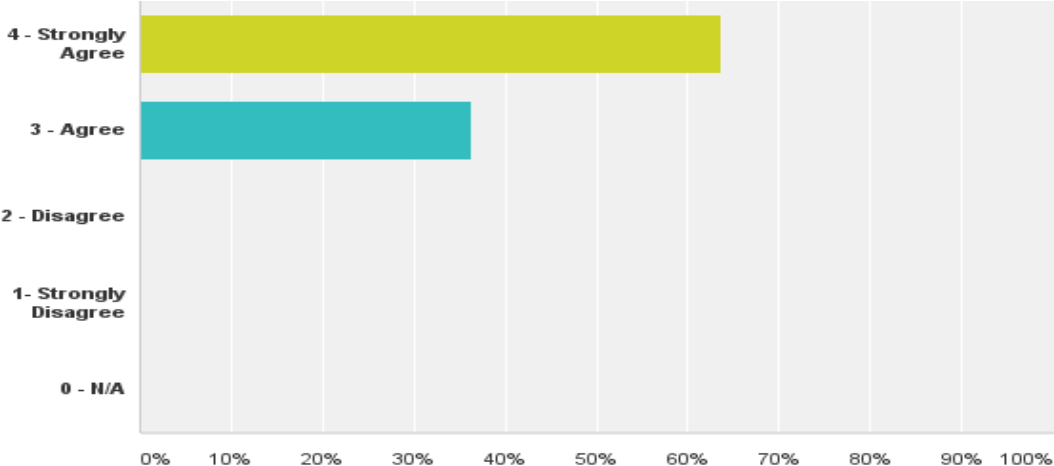|		Survey Recipients	Survey Responders
1	Hospital	1	0
2	Nursing Home	2	1
3	Clinic	2	1
4	Hospice	1	0
5	Substance Abuse	3	1
6	Pharmacy	2	1
7	Mental Health Practitioner:	4	3
8	Primary Care Provider (PCP)	2	1
9	Non-Primary Care Provider	1	0
10	Case Manager / Health Home	2	0
11	Community Based Organization	2	0
12	All Other	5	3
		27	11

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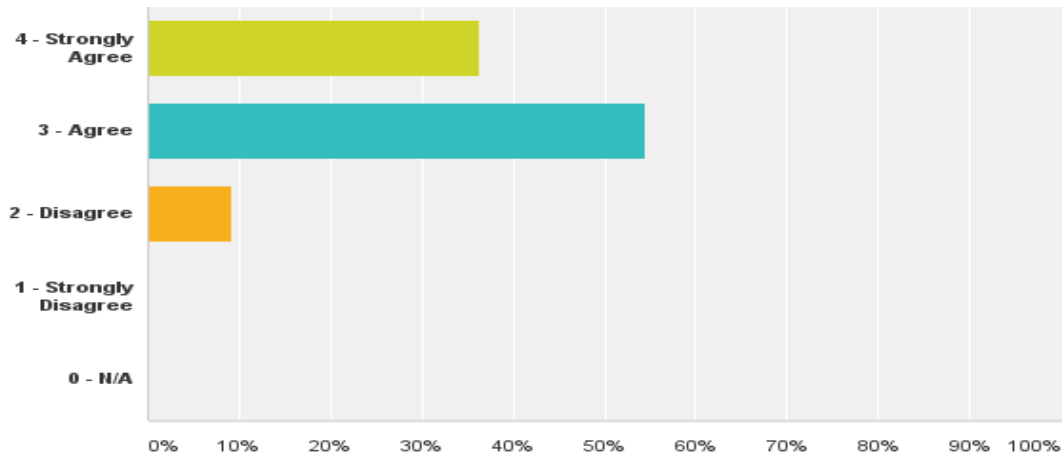
Q1: Governance: The PPS engaged you in its governing board, committees and/or solicited input from you as a network partner.

Sample of comments for question 1:
- *"Initially there was no understanding about the role and responsibility of the Local Governmental Unit (LGU) and this continues to be ignored to some degree."*
- *"There has been active solicitation of partners to participate in the various committees and councils."*

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:
- *"Our CFO is on the Finance Committee for CCN and was very involved in this process."*
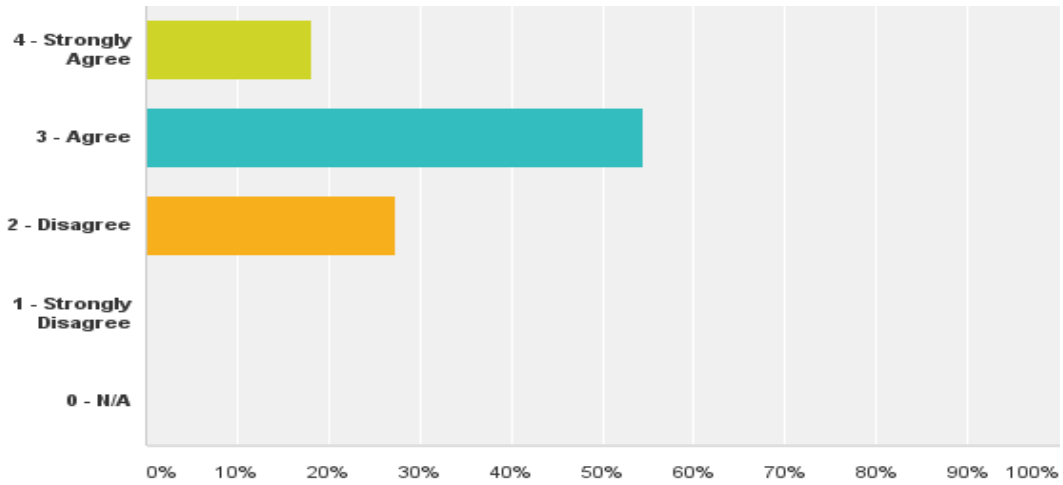
Q3: Performance Management: The PPS engaged you in project implementation efforts (planning and execution) for the projects in which you participate as a network partner.

Sample of comments for question 3:
- *"We CBOs are unsure how to prioritize this and other DSRIP/PPS activities and requirements."*
- *"Our staff have been involved in various projects."*
- *"We are actively engaged in implementation"*
- *"CCN was great to work with in regards to developing project contracts based upon our service type and specialties. Now that contracts are signed, we are awaiting training in order to start some of the projects which has held us up from implementation. I am also concerned about contracts being amended after signing"*
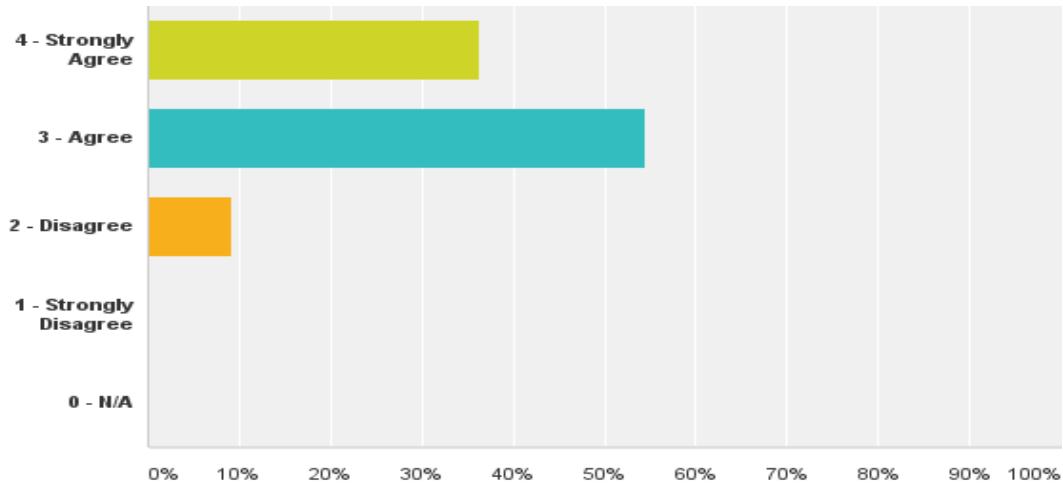
Q4: IT Solutions: The PPS has sought to understand your organization's IT capabilities and your IT needs to support the DSRIP effort.

Sample of comments for question 4:

- *"Our IT director serves in the CCN IT committee and has been very involved."*
- *"While the PPS has sought to understand all of the partner needs I think that the NYSDOH seriously underestimated the scope of trying to create a system where all partners could communicate information from their records. Some partners use a paper system, NYSDOH has still not adequately addressed the issue of consents, etc."*
- *"Surveys have been completed, but we are just starting to discuss this in more detail as contracts have been signed"*

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:
- *"Our CEO serves on the board of directors for CCN."*
- *"The governance model for our PPS works well."*
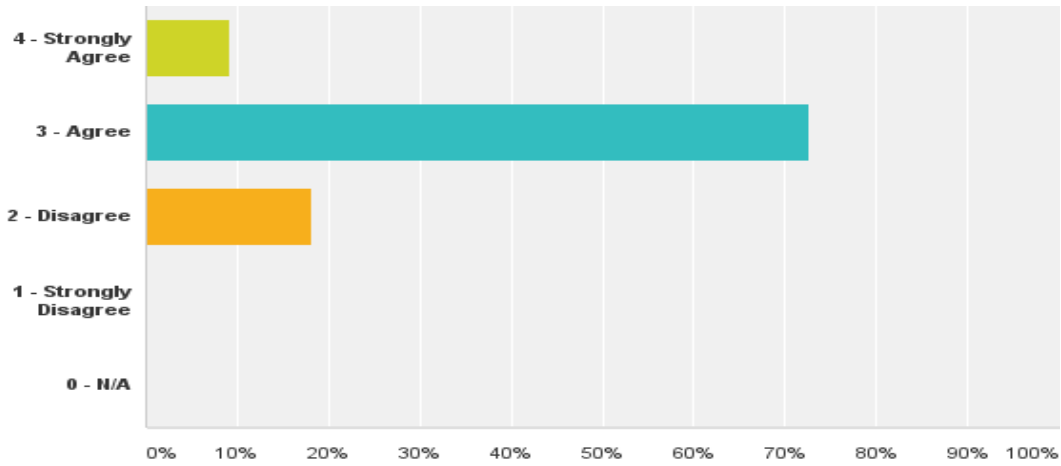- *"RPU and stakeholders' meetings are very informative"*

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:
- *"Done thru Finance Committee where our CFO serves."*
- *"This has been shared with partners that are engaging in projects"*
- *"I understand the funds flow in general and what it means to my organization, but I am unaware of what all other partner organizations do so that we can appropriately partner with them for best outcomes"*
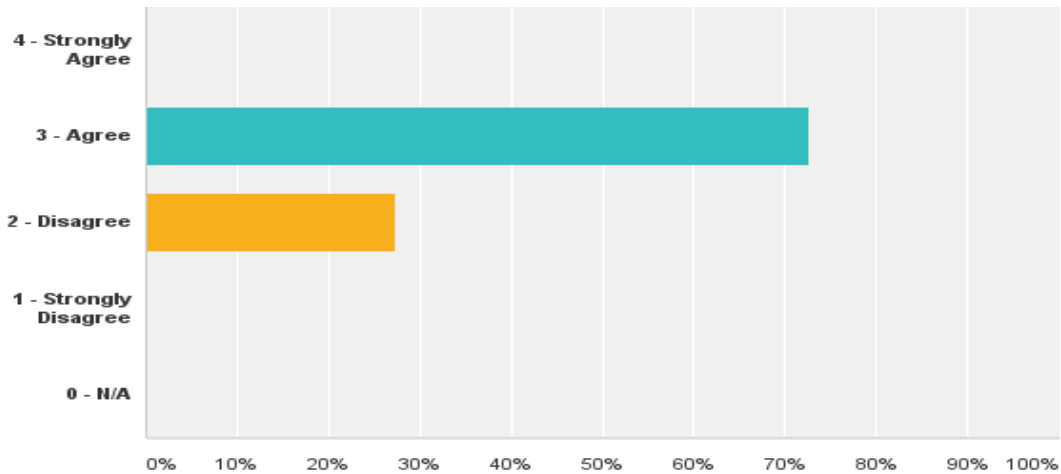
Q7: Performance Management: The PPS communicated it's plans to share performance data with you as its network partner.

Sample of comments for question 7:
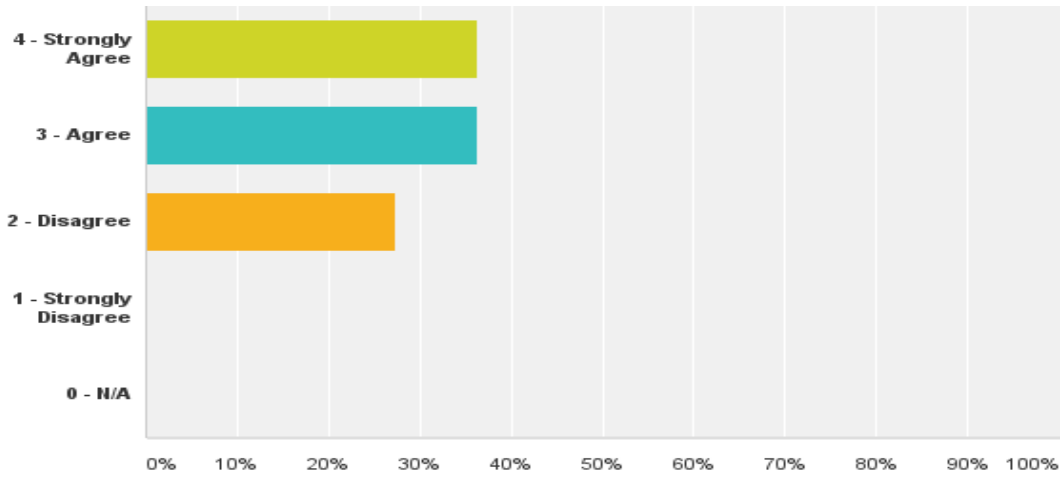- *"I personally haven't seen much on performance data yet."*

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:
- *"I think IT has been one of the more difficult items to get underway. Not sure how well they've communicated this."*
- *"They have developed an IT plan for the PPS and its partners and shared that plan, but it is yet to be implemented. They are currently selecting vendors."*
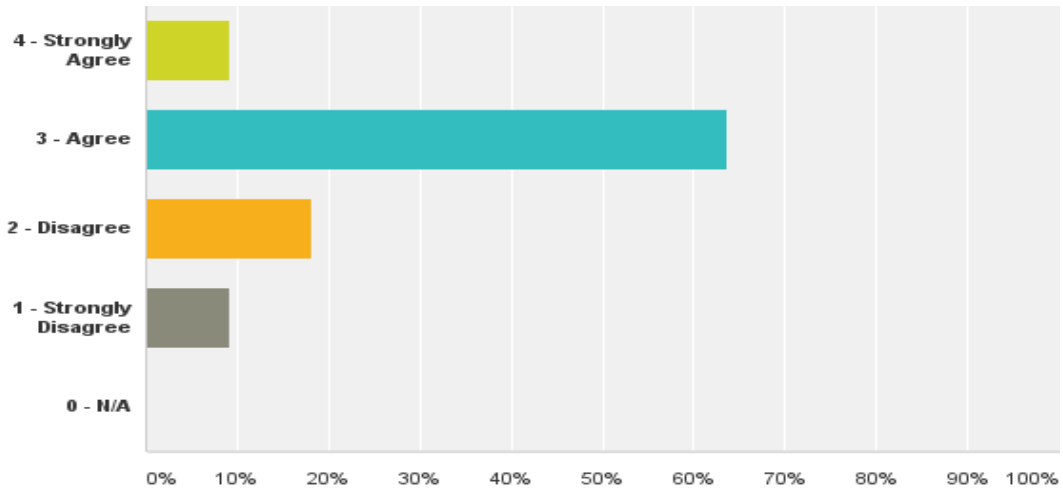- *"We have discussed in general terms, but not specifically for our organization"*

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

Sample of comments for question 9:
- *"There continues to be far too much focus on expanding the hospital based programs and developing Care Compass as an organization. More focus is needed building and strengthening the existing providers."*
- *"The governance structure is very inclusive and offers multiple avenues for participation. It seems to be heading in the right direction towards meeting the DSRIP goals."*
- *"As this is a new startup program, the PPS does work hard to meet the objectives set forth and are very willing to discuss ideas, issues, and concerns. We feel as if we haven't been able to execute some contracts as we have not had the training (due to lack of trainers, etc.) that is prohibiting us from moving forward"*
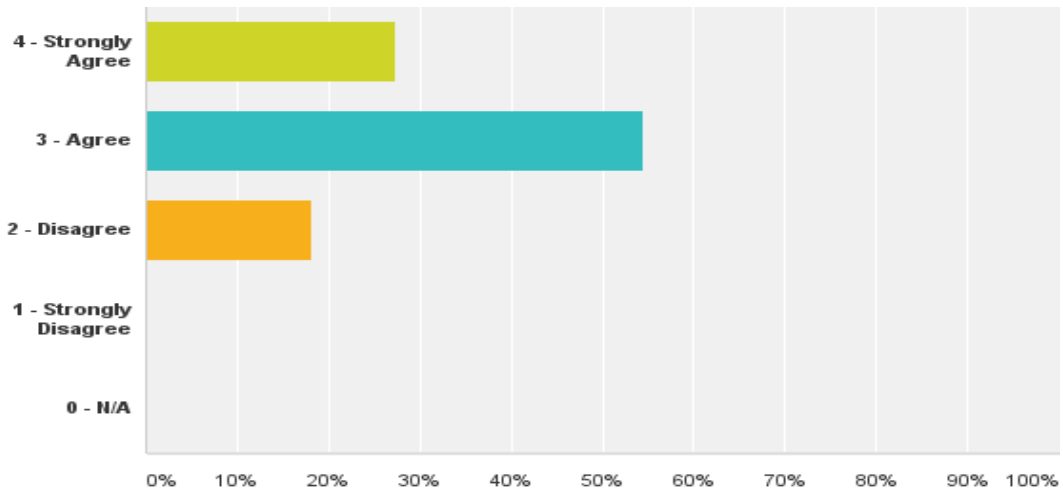
Q10: Contracting and/or Funds Flow: The PPS has been effective in establishing contracts and/or flowing funds to you as a network partner.

Sample of comments for question 10:
- *"Contracting has been slow and no major funds are flowing to us."*
- *"We have established contracts with the PPS"*
- *"Contracts signed - we were earlier than most in the signing ... now some contractual services have changed and we've been approached to amend current contracts. We have submitted our first funds flow request in July for June measures met and are still awaiting payment"*
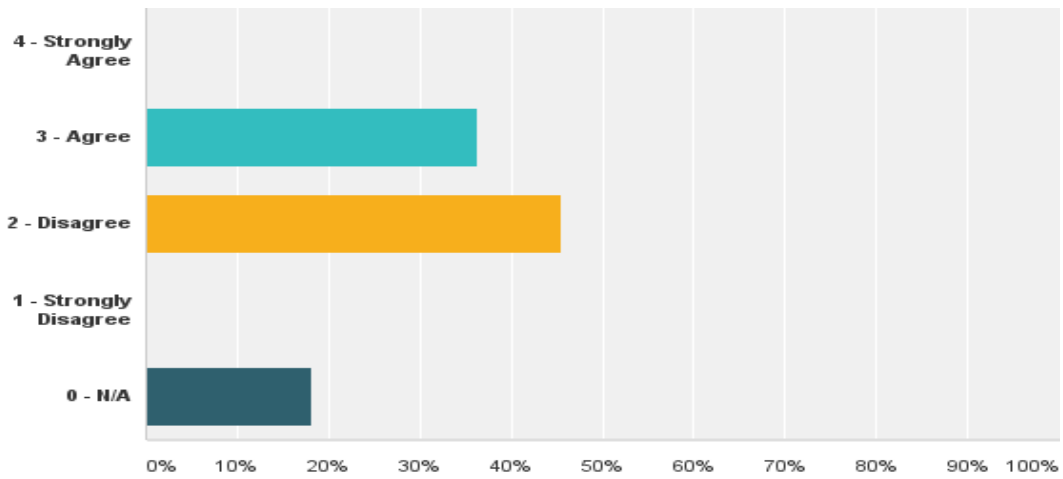
Q11: Performance Management: The PPS has been effective in detailing how it will monitor the performance of its network partners against metrics and facilitating quality improvement efforts.

Sample of comments for question 11:
- *"The PPS has developed dashboards that will be used to monitor and report performance."*

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:
- *"The PPS has developed an IT plan but has not yet implemented this plan."*
- *"This is still being worked on is my understanding"*