NEW YORK STATE | Department of Health

DSRIP Independent Assessor

Mid-Point Assessment Report

Community Care of Brooklyn PPS

Appendix 360 Survey

November 2016

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Prepared by the DSRIP Independent Assessor

Appendix 360 Survey – Maimonides Medical Center 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

Maimonides Medical Center PPS sample size to be surveyed was calculated to be 103 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 25 (24%) survey samples were received. Respondents' answers overall were positive with 77% of all respondents' answers were either "Strongly Agree" or "Agree." Below is the breakdown summary of all answers. Not every responder completed every questions.

Survey Answers	Total of all Responders' Answers	Percentage
Strongly Agree	70	23.97%
Agree	155	53.08%
Disagree	17	5.82%
Strongly Disagree	2	0.68%
N/A	48	16.45%
	292	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:

- *"PPS need to integrate CBO partners in their strategies planning process at an early stage."*
- *"CCB is very organized and staffed with very passionate people. Working with them is a pleasure."*

- *"Our FQHC engaged early and intensively in the DSRIP planning year, and actively considered a number of PPSs before joining CCB. Some of the PPSs had a lot of razzle dazzle when marketing their organization, and seemed very enticing, however, that was not CCB's approach. We are cognizant that we chose very wisely in partnering with CCB and we are grateful that they truly engage us as a full partner in this all-consuming endeavor."*

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	3	3
2	Nursing Home	2	1
3	Clinic	12	6
4	Hospice	0	0
5	Substance Abuse	3	0
6	Pharmacy	1	0
7	Mental Health Practitioner:	1	1
8	Primary Care Provider (PCP)	18	3
9	Non-Primary Care Provider	28	3
10	Case Manager / Health Home	6	2
11	Community Based Organization	8	2
12	All Other	21	4
		103	25

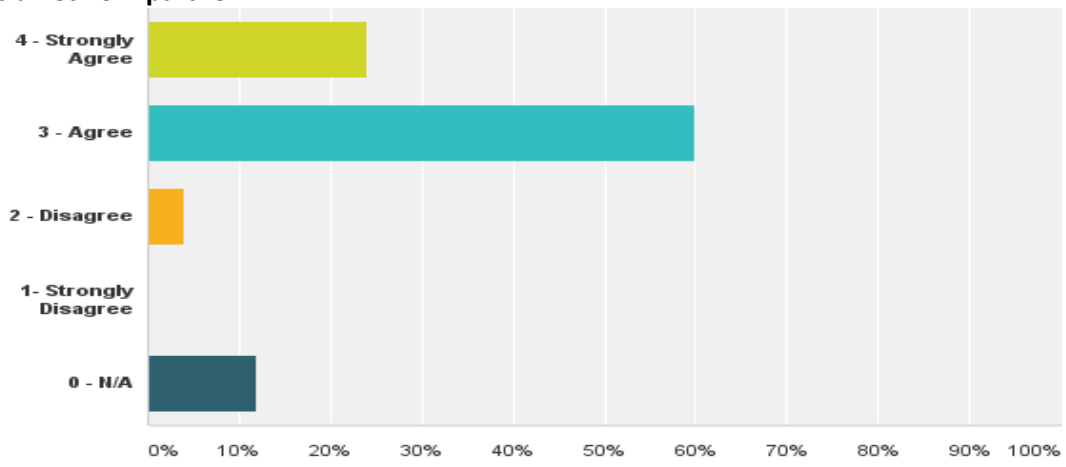
Sampling Methodology

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.

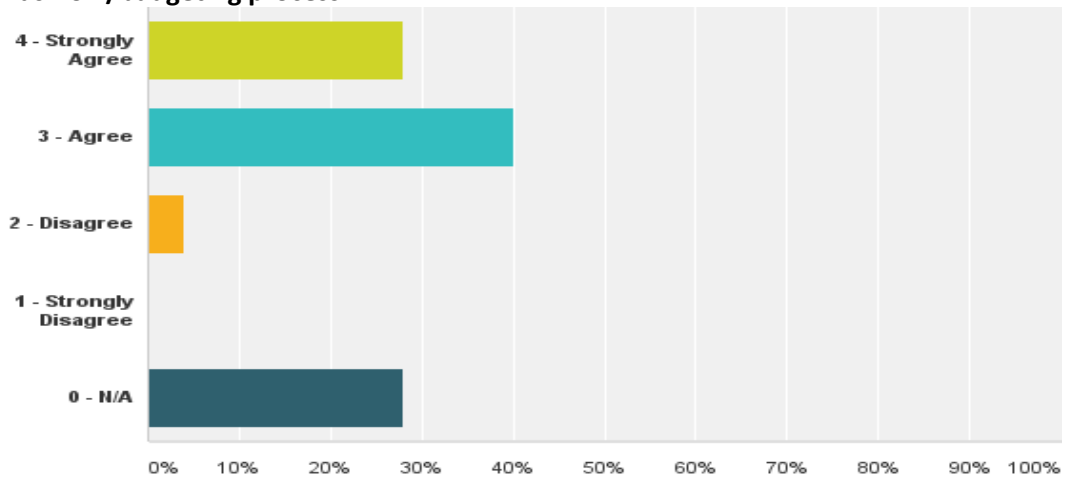
Q1: Governance: The PPS engaged you in its governing board, committees and/or solicited input from you as a network partner



Sample of comments for question 1:

- *"The PPS provided opportunities to join committees and solicited input from workgroups comprised of network partners."*

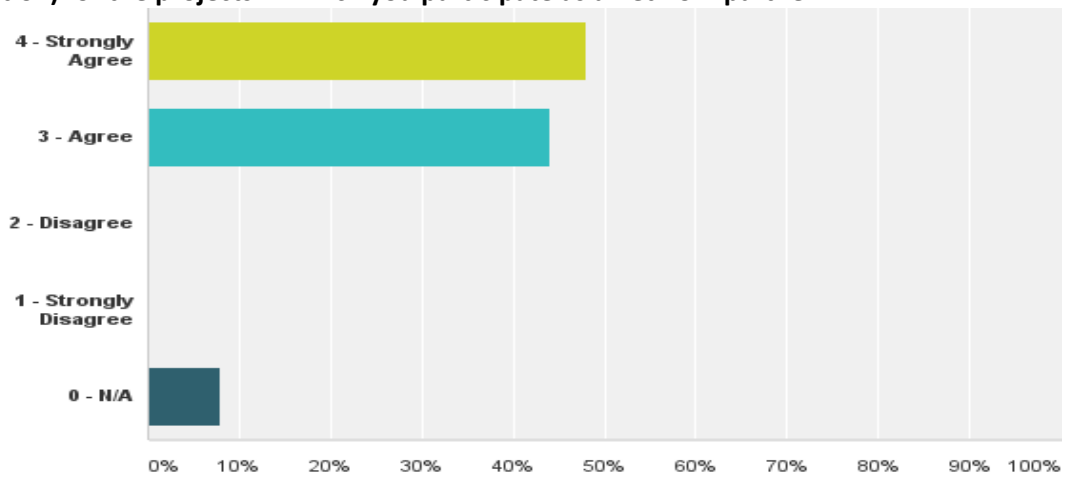
Q2: Contracting and/or Funds Flow: The PPS engaged you in the development of your contract and/or the funds flow/budgeting process



Sample of comments for question 2:

- *"The CCB process has been very clear to us, and the folks at the PPS are very understanding as we seek clarification about things.*
- *"We do not receive funds from the PPS."*

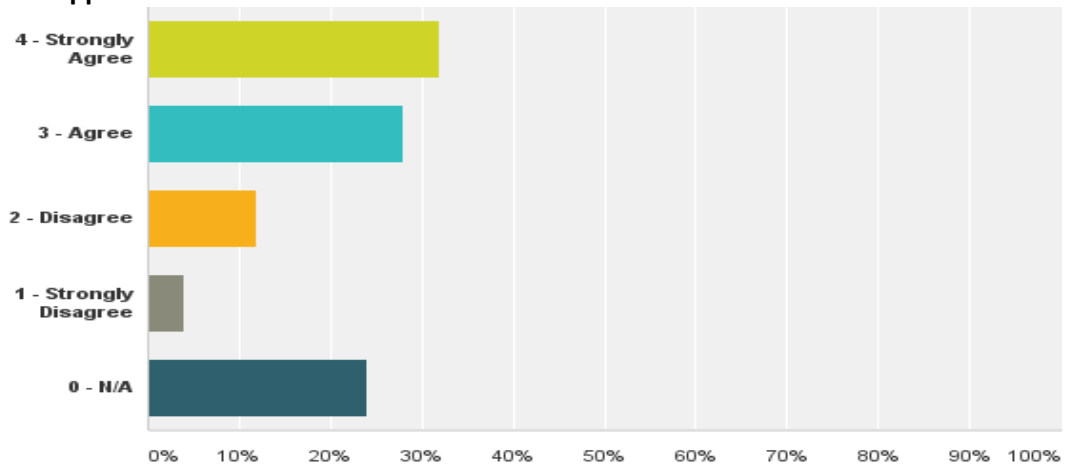
Q3: Performance Management: The PPS engaged you in project implementation efforts (planning and execution) for the projects in which you participate as a network partner



Sample of comments for question 3:

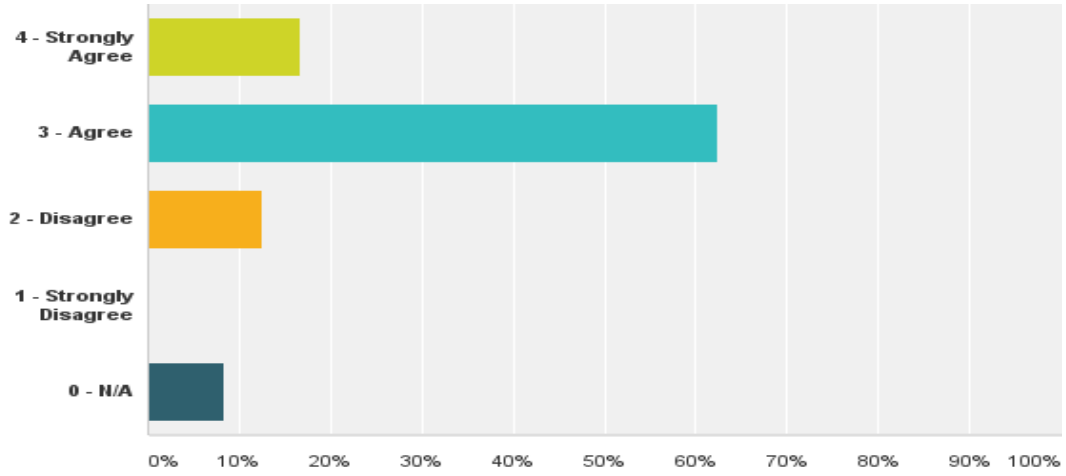
- *"Yes, they engaged network partners in these efforts.*

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



There were no Comments for question 4.

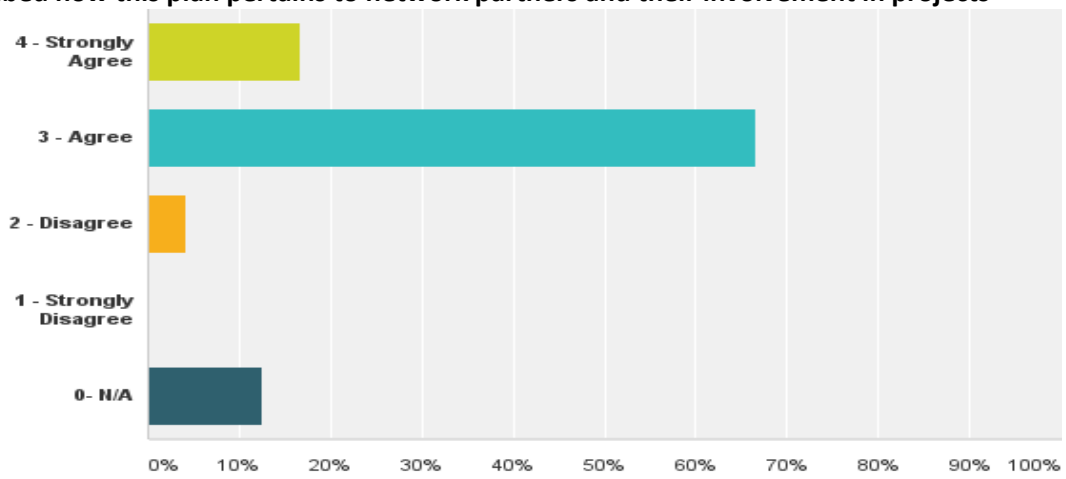
Q5: Governance: The PPS communicated its governance activities and/or changes to the governance plan to you as a network partner



Sample of comments for question 5:

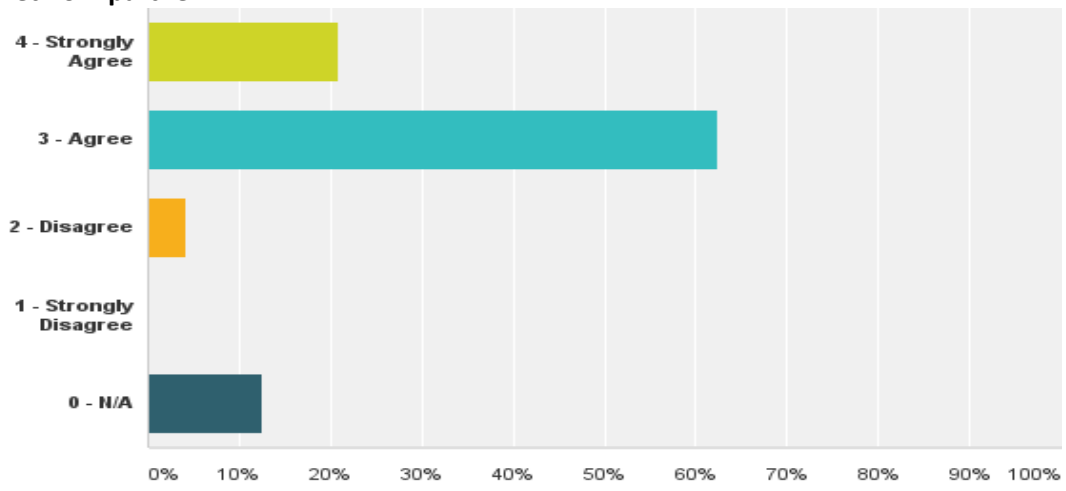
- *"Good communication about changes."*

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



There were no Comments for question 6.

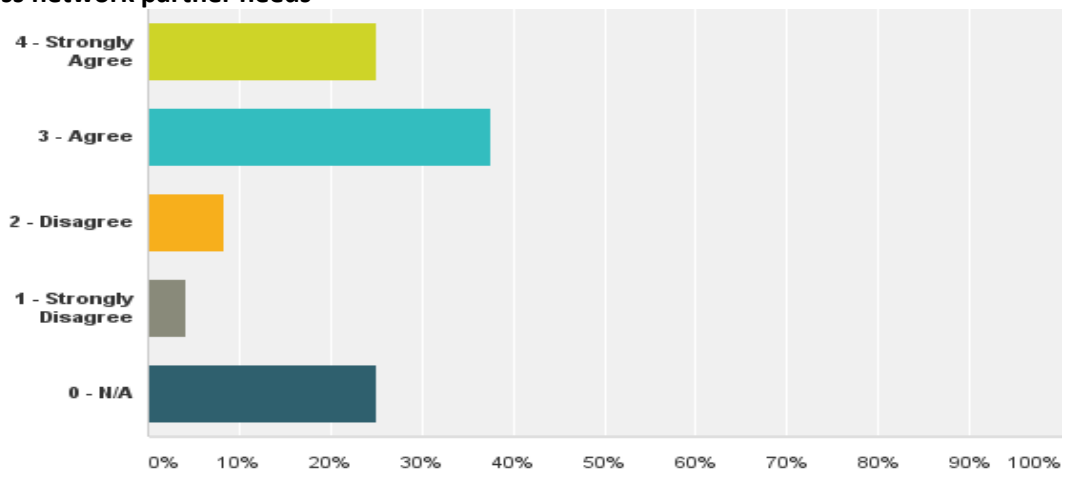
Q7: Performance Management: The PPS communicated it's plans to share performance data with you as its network partner



Sample of comments for question 7:

- *"Yes."*

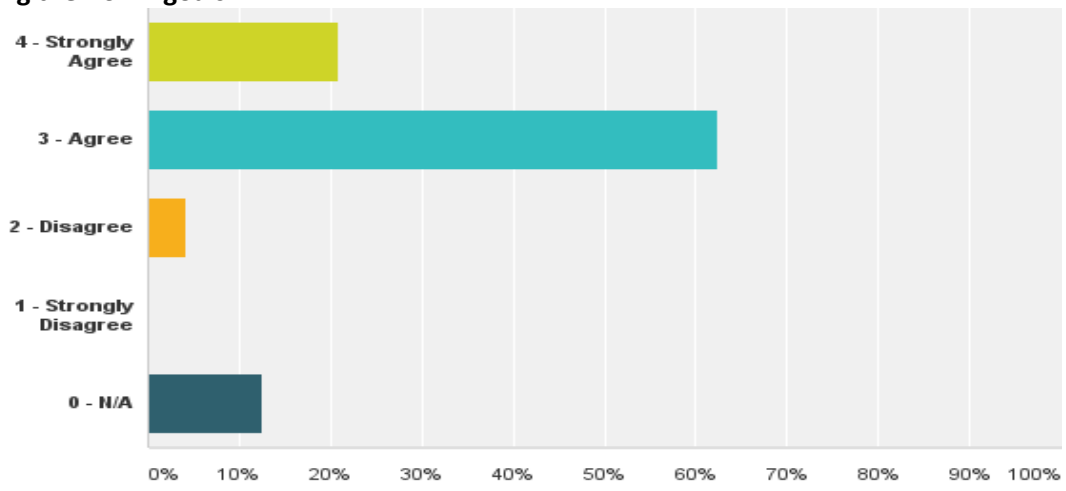
Q8: IT Solutions: The PPS communicated the availability of resources or support for IT solutions to address network partner needs



Sample of comments for question 8:

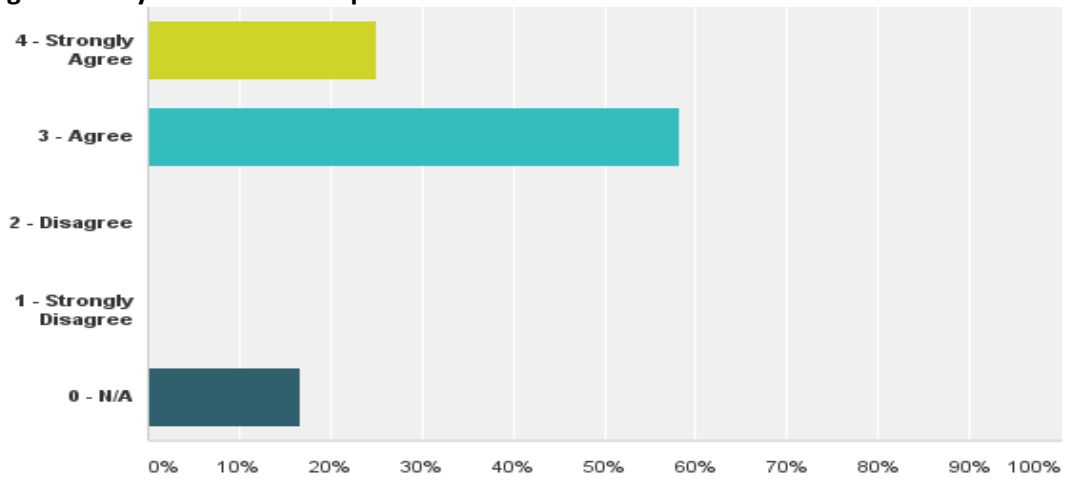
- *"No, not aware of PPS resources or supports for IT solution to address needs."*

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



There were no Comments for question 9.

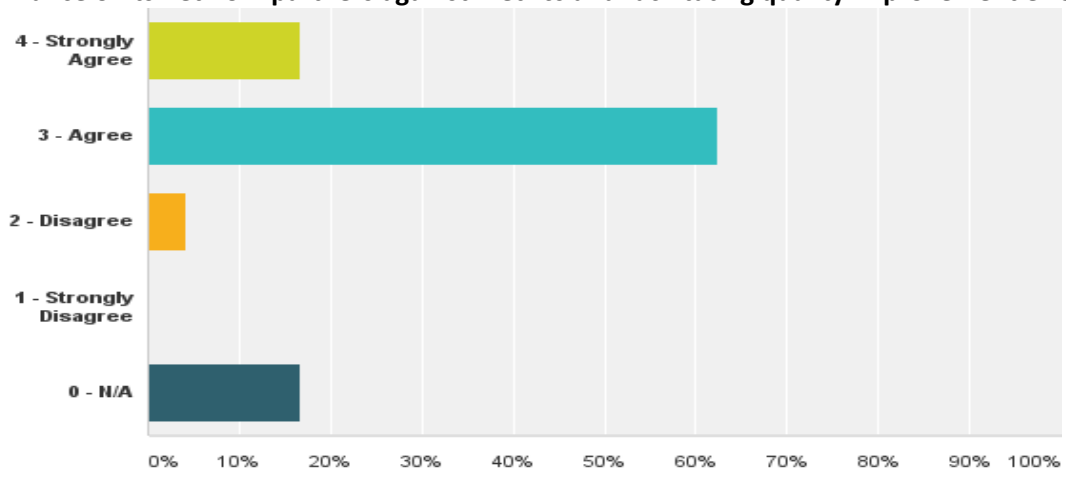
Q10: Contracting and/or Funds Flow: The PPS has been effective in establishing contracts and/or flowing funds to you as a network partner



Sample of comments for question 10:

- *"Yes, with Health Home At Risk and PAMS"*

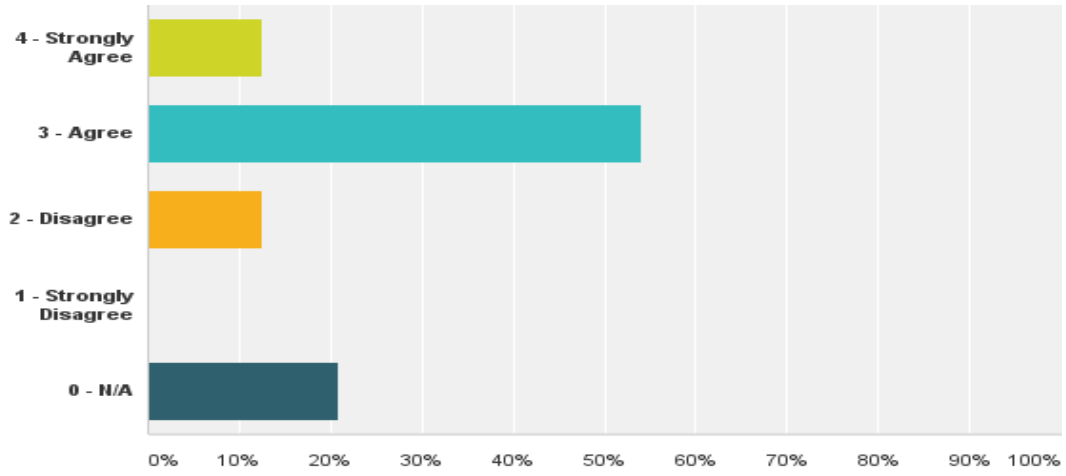
Q11: Performance Management: The PPS has been effective in detailing how it will monitor the performance of its network partners against metrics and facilitating quality improvement efforts



Sample of comments for question 11:

- *"Combination of meetings, calls and program site visits has been helpful."*

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



There were no Comments for question 12.