DSRIP Independent Assessor

Mid-Point Assessment Report

Mount Sinai PPS

Appendix 360 Survey

Appendix 360 Survey – Mount Sinai 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 did not 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

Mount Sinai PPS sample size to be surveyed was calculated to be 31 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 19 (61%) survey samples were received. Respondents' answers overall were positive with 85% of all respondents' answers were either "Strongly Agree" or "Agree." Below is the breakdown summary of all answers. Not every responder completed every question.

Survey Answers	Total of all Responders' Answers	Percentage
Strongly Agree	74	33.04%
Agree	116	51.79%
Disagree	29	12.95%
Strongly Disagree	1	0.45%
N/A	4	1.79%
	224	100.02%

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:

- *"It has been a true pleasure dealing with this PPS and its transparency."*

- *"We are very satisfied with our participation with the MS PPS. We attend several project work groups, co-lead one project work group and participate on 3 executive committees. We were disappointed with the funds flow to our organization for DY 1."*
- *"After meeting the DSRIP team(s) in person, they are very willing to assist their partners and they understand about the learning curve for this entire process. I feel that I have a better understanding of the appropriate questions to ask"*
- *"Very low number of lives assigned to my clinics. I have over 7,000 Medicaid lives and I have seen 70% of the patients at least 3 times a year. I had questions for the PPS but no response as of yet."*
- *"We are pretty active with this PPS (Mount Sinai) and find it informative, proactive and organized."*
- *"Mount Sinai runs the most forward- thinking PPSs of any in which we participate."*

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	2	2
2	Nursing Home	7	4
3	Clinic	1	1
4	Hospice	2	1
5	Substance Abuse	5	3
6	Pharmacy	2	0
7	Mental Health Practitioner:	5	2
8	Primary Care Provider (PCP)	0	0
9	Non-Primary Care Provider	0	0
10	Case Manager / Health Home	3	3
11	Community Based Organization	1	1
12	All Other	3	2
		31	19

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.
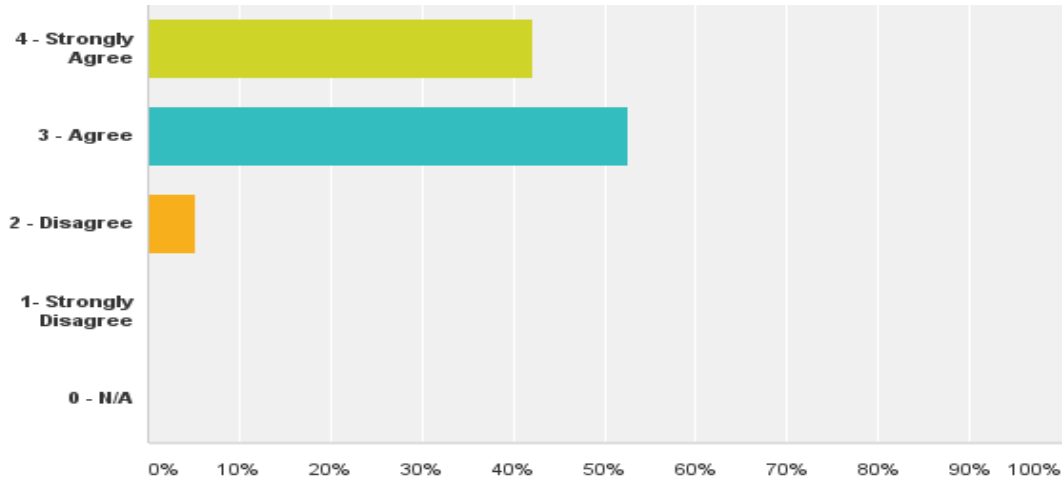
Sample of comments for question 1:
- *"Although input was solicited, the process pushed beyond the infrastructure limitations of a small community-based provider to participate."*
- *"In the beginning, it was very confusing with too much "paperwork" and no actual knowledge of what DSRIP was all about or how important it would become. Now that my experience has expanded I am much more able to comprehend what it means to be a network partner."*
- *"MSPPS was open to our organization's involvement in two project committees."*

Q2: Contracting and/or Funds Flow: The PPS engaged you in the development of your contract and/or the funds flow/budgeting process.
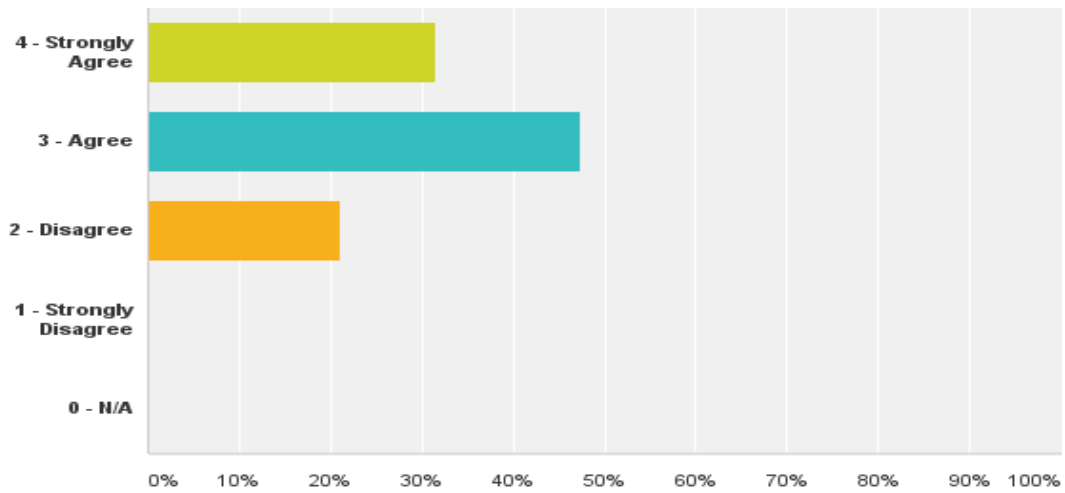
Sample of comments for question 2:
- *"Although input was solicited, the process pushed beyond the infrastructure limitations of a small community-based provider to participate."*
- *"Consistently which has been extremely helpful."*
- *"We were disappointed with allotted funds for our consistent participation and engagement on several committee and project work groups."*

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.
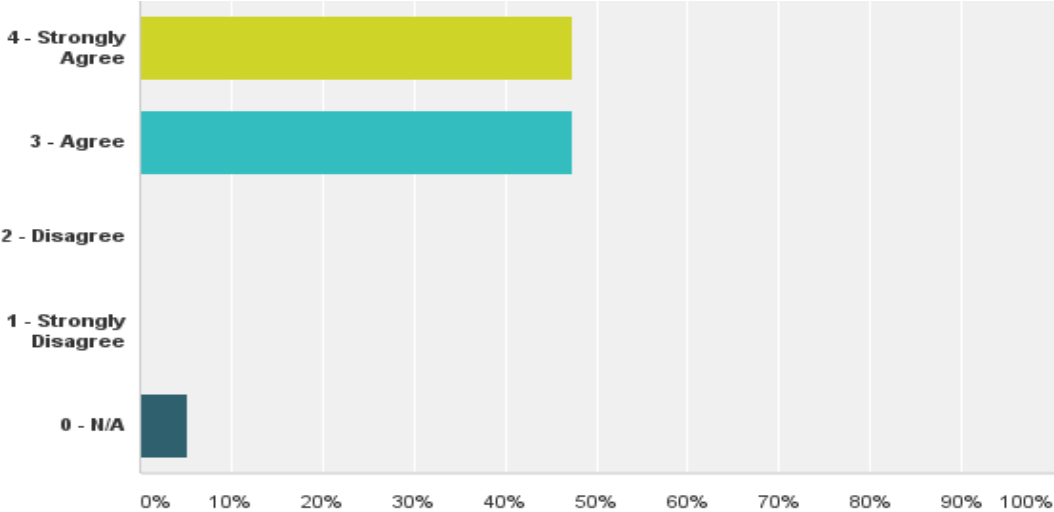
Sample of comments for question 3:
- *"Our organization participates actively in two projects and MSPPS has been responsive."*

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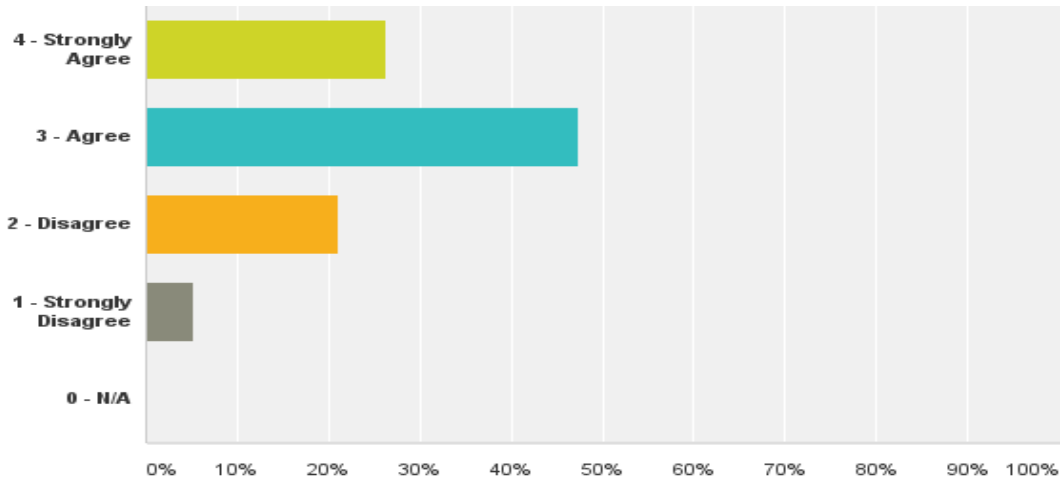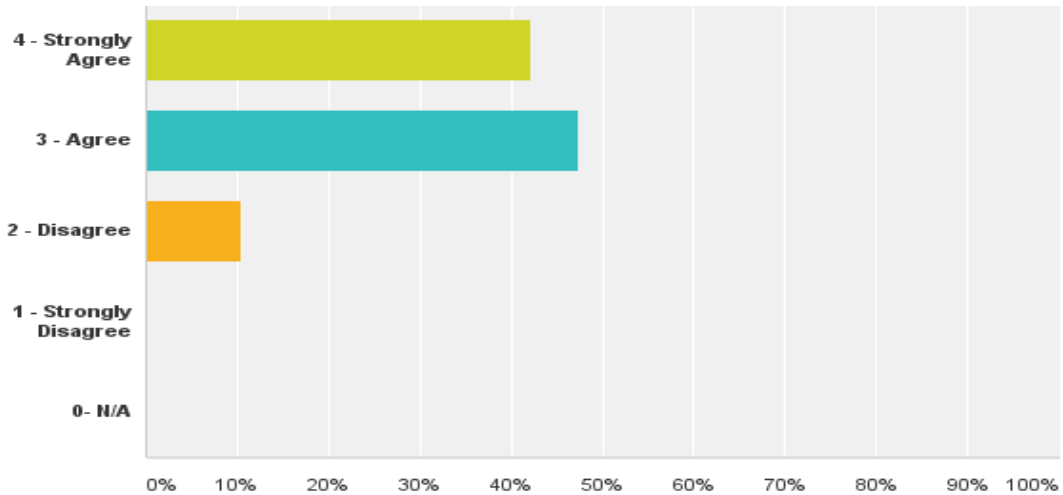

Sample of comments for question 4:

- *"Aside from surveying our IT needs and hearing our concern of adding another data system on top of several systems we must use for our multiple Health Home contracts and other PPS contracts, it appears that MS PPS will do just this and require another system to capture metrics."*
- *"Although we have no EMR and would have appreciated the support in the DSRIP effort, nothing directed to this agency specifically occurred."*
- *"MSPPS requested survey info re: our organization's IT capabilities and conducted an in-person follow-up with our IT staff."*
- *"Issued an IT survey to understand needs, and updates partners regularly in IT development at its town hall meetings."*

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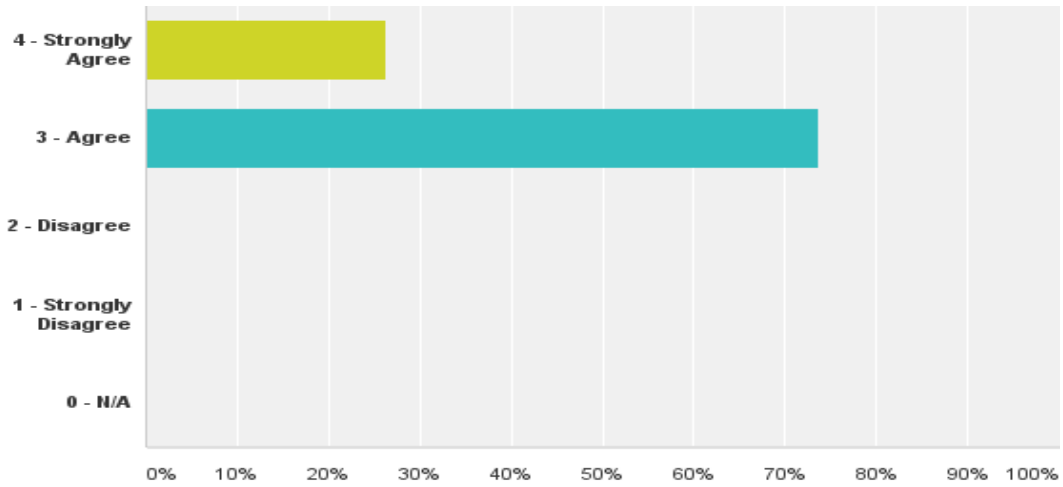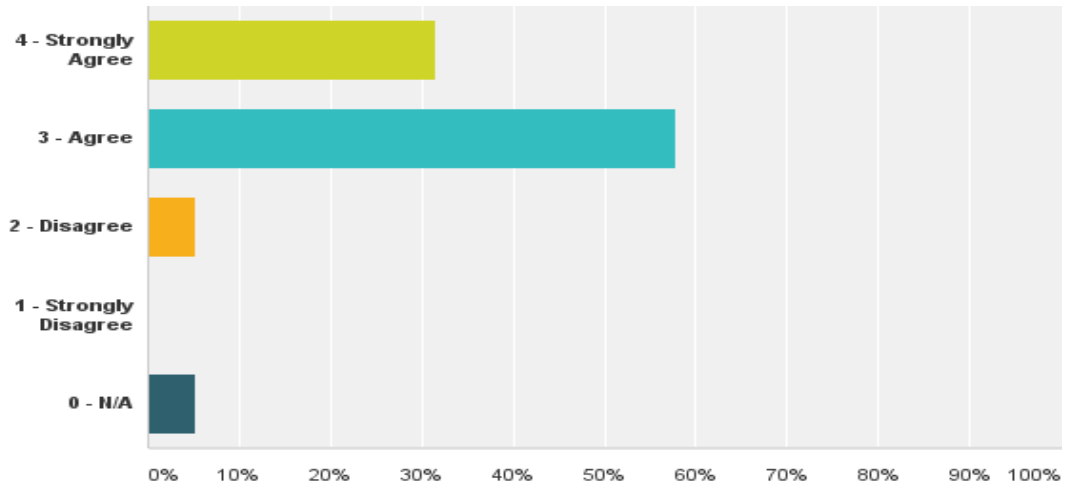

There were no comments for question 5.

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:
- *"As a community- based provider, we were disappointed in the amount of funds flow for our consistent participation and engagement on several committees and projects."*
- *"My funds flow is extremely low. It's not worth it to be part of DSRIP."*

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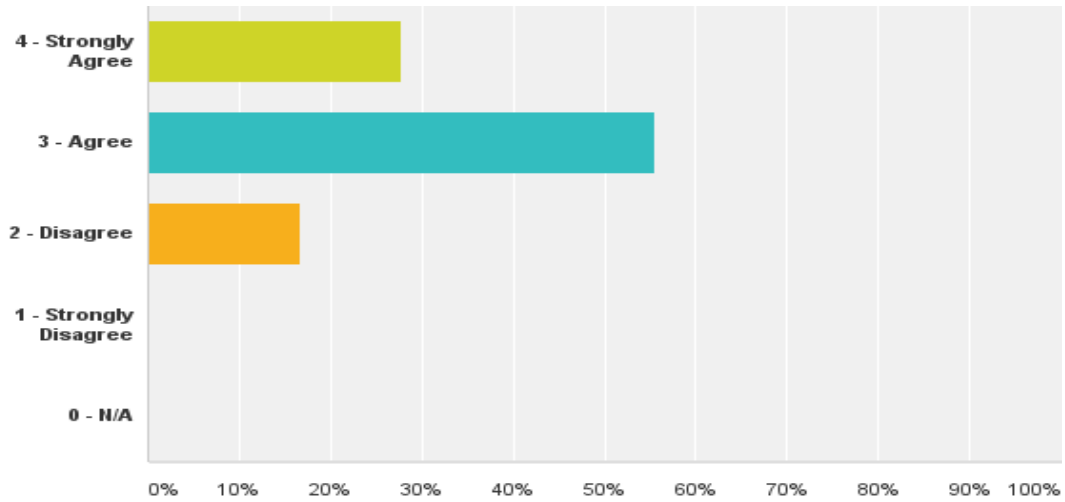

Sample of comments for question 7:
- *"We requested, but the numbers of lives demographic information is not available by the PPS"*

Q8: IT Solutions: The PPS communicated the availability of resources or support for IT solutions to address network partner needs.
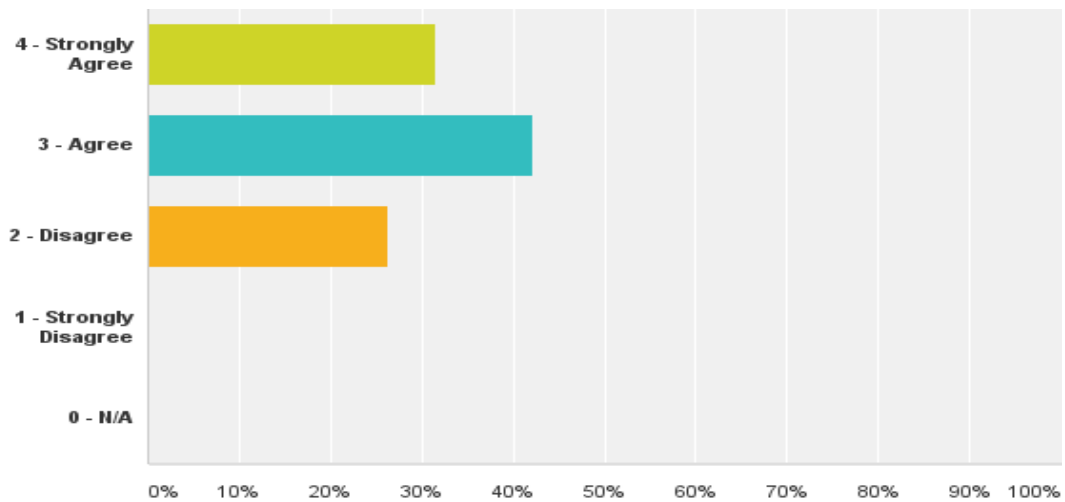
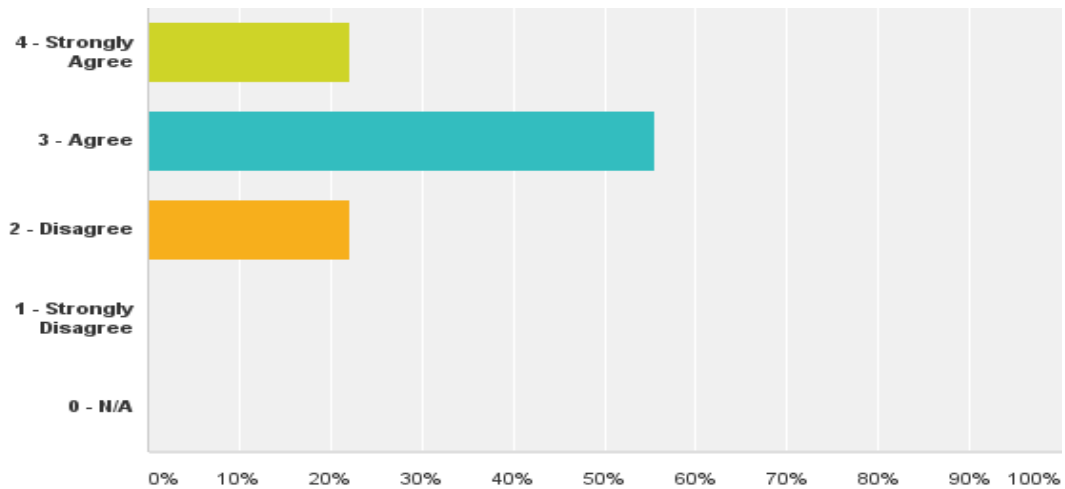*There were no comments for question 8.*

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

Sample of comments for question 9:
- *"Thus far, Project Co-leads have been effective in supporting our progress toward meeting DSRIP goals"*
- *"Almost all communication is on-line or webinars. It is much more effective to meet in-person."*

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 sent for DY1 but no follow-up when it was not returned. As a result, though we had completed 12 surveys and attended all meetings, we were not eligible for funds for DY1."*
- *"MSPPS delivered as promised."*

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.
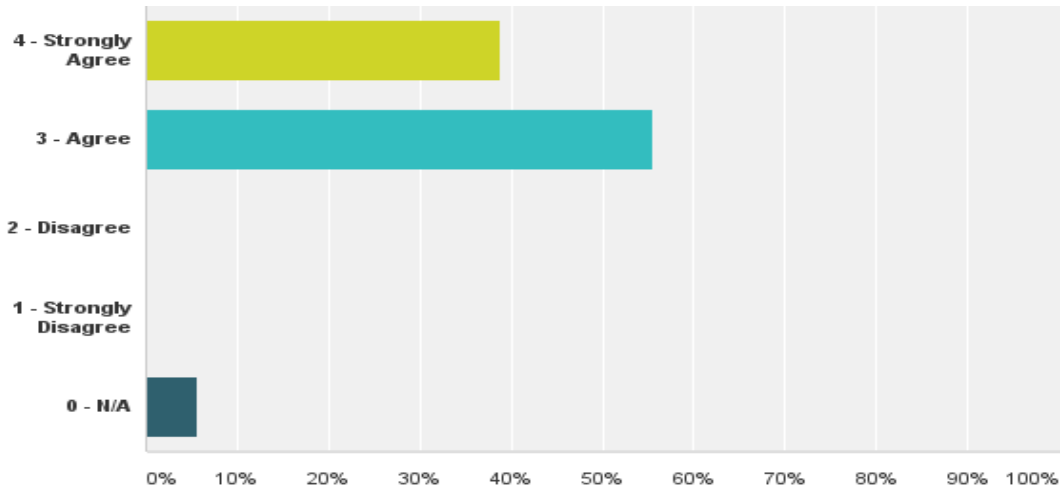
Sample of comments for question 11:
- *"Awaiting contract for DY2"*
- *"The first half is accurate and the second half of the statement I am not sure of at this moment. I would like to know which efforts are aimed at quality improvement."*
- *"Process is clearly laid out in Schedule B of partnership agreements."*

Q12: IT Solutions: The PPS has been effective in providing solutions or support to ensure DSRIP goals are met.
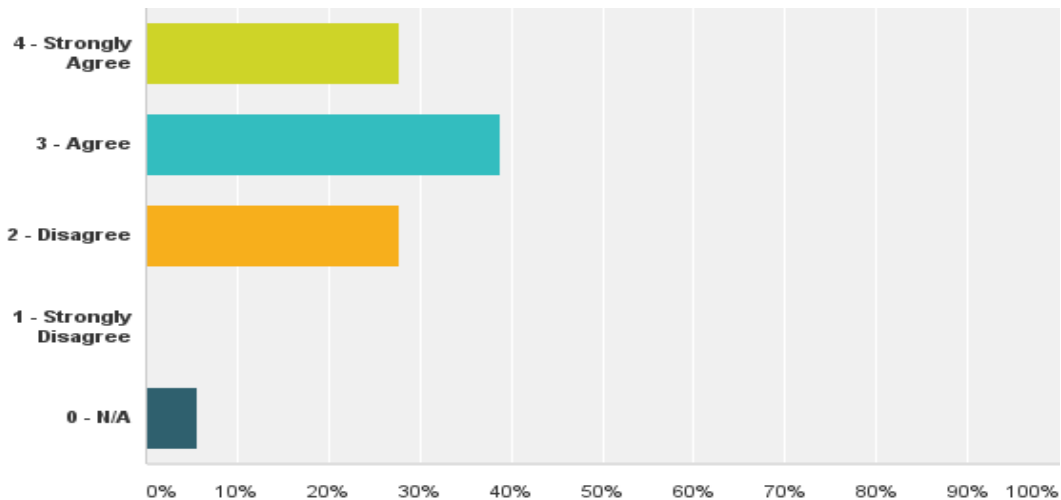
Sample of comments for question 12:
- *"Although the only "solution" has been to join the PPS selected RHIO - and not offering financial support directly for that requirement is less than optimal."*