



**Department
of Health**

DSRIP Independent Assessor Mid-Point Assessment Report

The New York-Presbyterian/Queens PPS

Appendix 360 Survey

November 2016

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Prepared by the DSRIP
Independent Assessor

Appendix 360 Survey – New York Presbyterian / Queens 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

New York Presbyterian/Queens PPS sample size to be surveyed was calculated to be 32 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 (52%) survey samples were received. Respondents' answers overall were positive with 79% 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	68	28.33%
Agree	122	50.83%
Disagree	37	15.42%
Strongly Disagree	4	1.67%
N/A	9	3.75%
	<u>240</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:

- *"NYP has done a great job involving the NYCDOHMH."*

- *“We have been very impressed with the work being done at NYP/Queens and their efforts to include us in all activities, including several training opportunities they have offered to our staff.”*
- *“While the substance of the Projects in which we are participating fits with our agency's mission and has the potential to accomplish the goals of Medicaid Redesign, the Project-implementation process leaves much to be desired. Contracting has been confusing and often required in the absence of necessary information.”*
- *“Working with the PPS has been a lovely experience. Being in several PPSs, I have the unique vantage point of seeing how it operates compared to others. I'm very glad to be working with NYP/Q.”*
- *“We feel that the leadership group at NYPQ has worked to make this work for us, and is open to our ideas and suggestions.”*
- *“Timely and more frequent communication with physicians would be highly appreciated.”*
- *“It is not clear what role we will play in this PPS.”*
- *“There are many opportunities for communication.”*

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	2
2 Nursing Home	2	2
3 Clinic	1	1
4 Hospice	2	1
5 Substance Abuse	2	2
6 Pharmacy	2	1
7 Mental Health Practitioner:	4	2
8 Primary Care Provider (PCP)	5	2
9 Non-Primary Care Provider	4	2
10 Case Manager / Health Home	0	0
11 Community Based Organization	2	0
12 All Other	6	5
	<u>32</u>	<u>20</u>

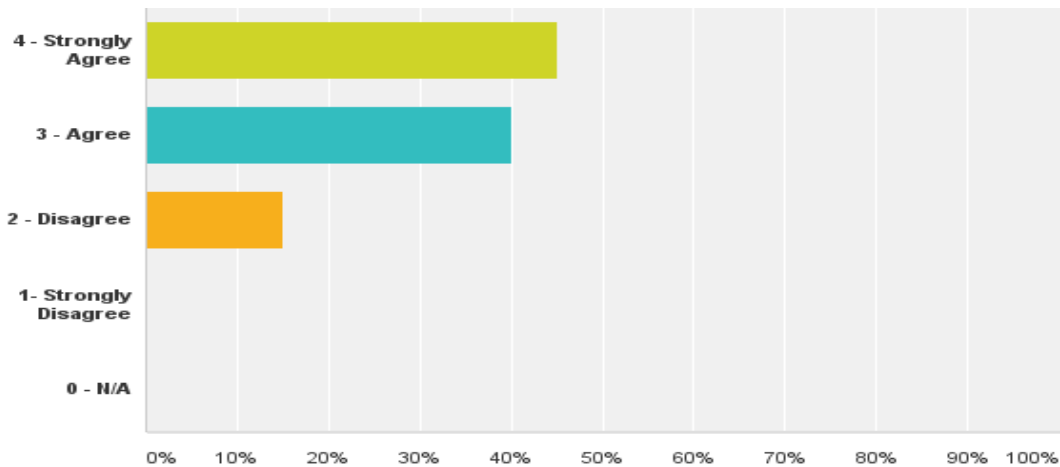
Sampling Methodology

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.

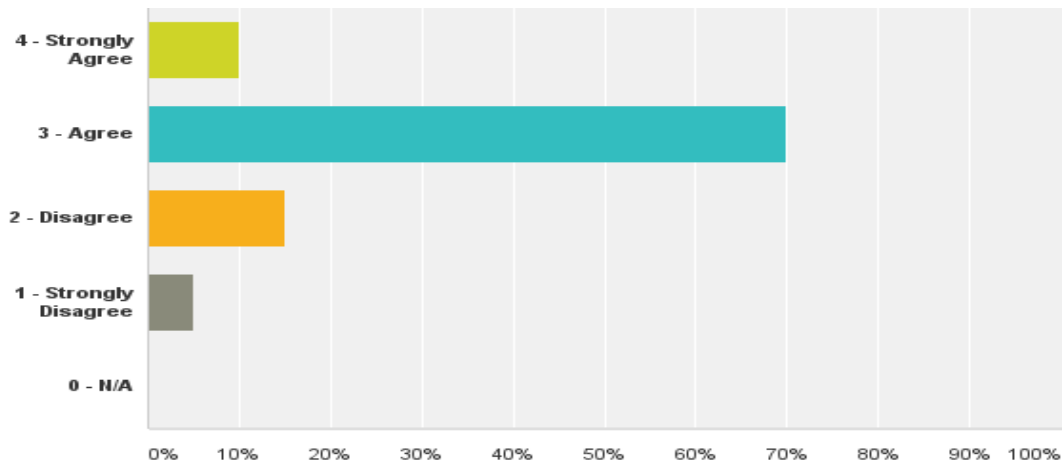
Q1: Governance: The PPS engaged you in its governing board, committees and/or solicited input from you as a network partner.



Sample of comments for question 1:

- *"NYPQ has provided multiple ways, from committees to group phone calls, to keep us updated and involved."*
- *"There was a lot of engagement efforts from the PPS."*

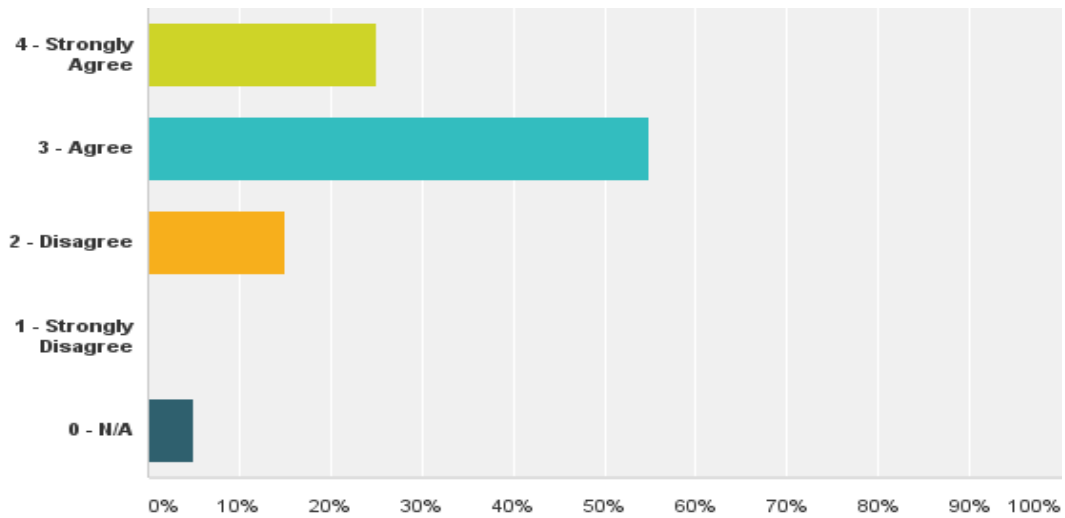
Q2: Contracting and/or Funds Flow: The PPS engaged you in the development of your contract and/or the funds flow/budgeting process.



Sample of comments for question 2:

- *“The roll-out of the three contracts we've been asked to sign (the Master Services Agreement, our Project 11 Schedule B and, most recently, the Comprehensive Schedule B) was approached in a manner that required our agency to sign agreements without a clear picture of our obligations.”*
- *“We were informed and everything was explained, but we were not part of the actual development of the contract. Our PPS includes many individual facilities and providers, so that this process made sense to me.”*
- *“Very much involved.”*
- *“Yes, it was an agreed upon process.”*

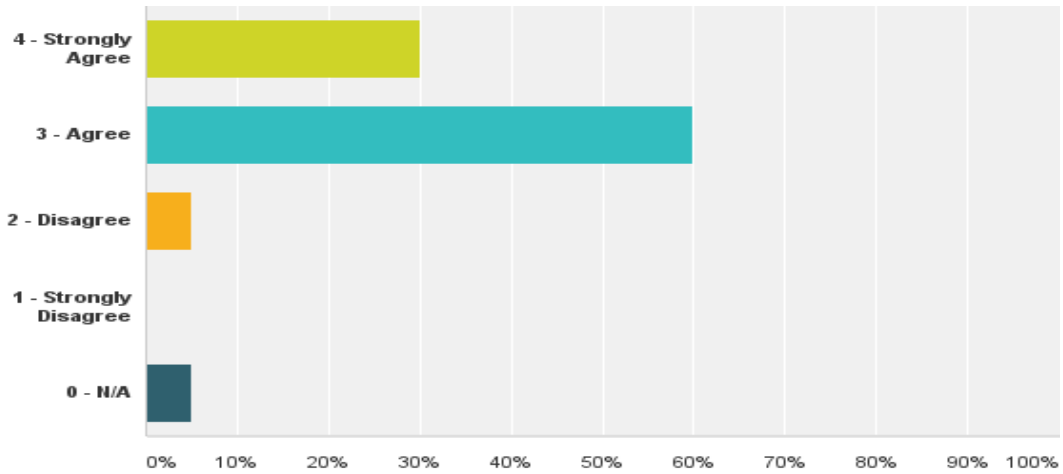
Q3: Performance Management: The PPS engaged you in project implementation efforts (planning and execution) for the projects in which you participate as a network partner.



Sample of comments for question 3:

- *“Very little was provided to our agency in terms of implementation guidance.”*
- *“Yes, we have had numerous opportunities to provide our individualized input.”*
- *“My opinions and suggestions are recognized.”*
- *“This is ongoing.”*

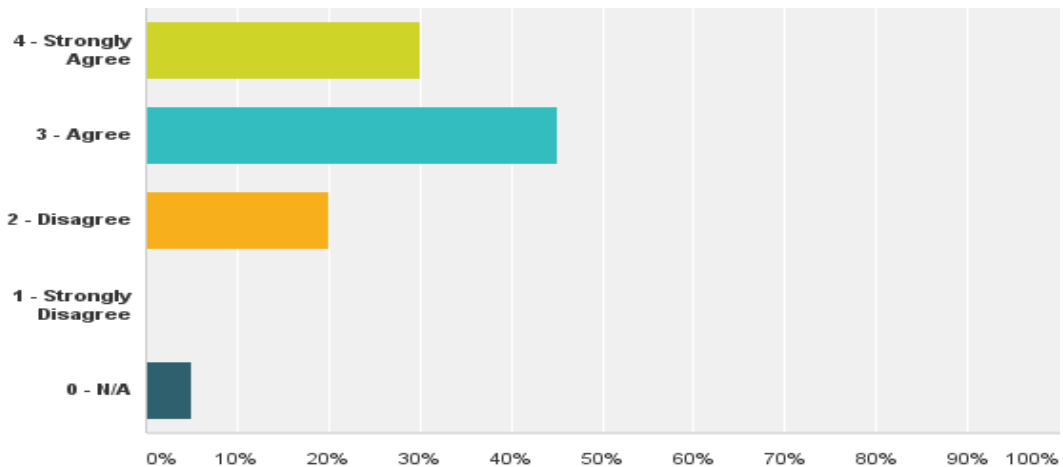
Q4: IT Solutions: The PPS has sought to understand your organization’s IT capabilities and your IT needs to support the DSRIP effort.



Sample of comments for question 4:

- *“We participated in an on-site IT assessment and completed an IT survey. We are currently participating in Project 2.a.i., which will provide our PPS with even more information on this issue.”*
- *“My facility does not have a full EMR, but we have been able to use several IT sources to ensure the accuracy of our submissions, and our PPS has been very supportive.”*
- *“Yes, site visits are conducted.”*

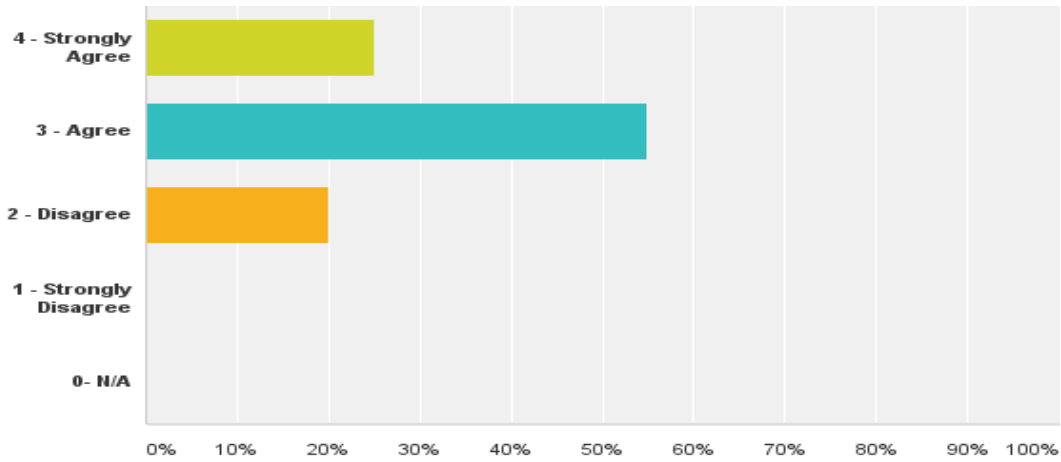
Q5: Governance: The PPS communicated its governance activities and/or changes to the governance plan to you as a network partner.



Sample of comments for question 5:

- *“We receive updates on governance activities via email.”*
- *“Always in the loop.”*

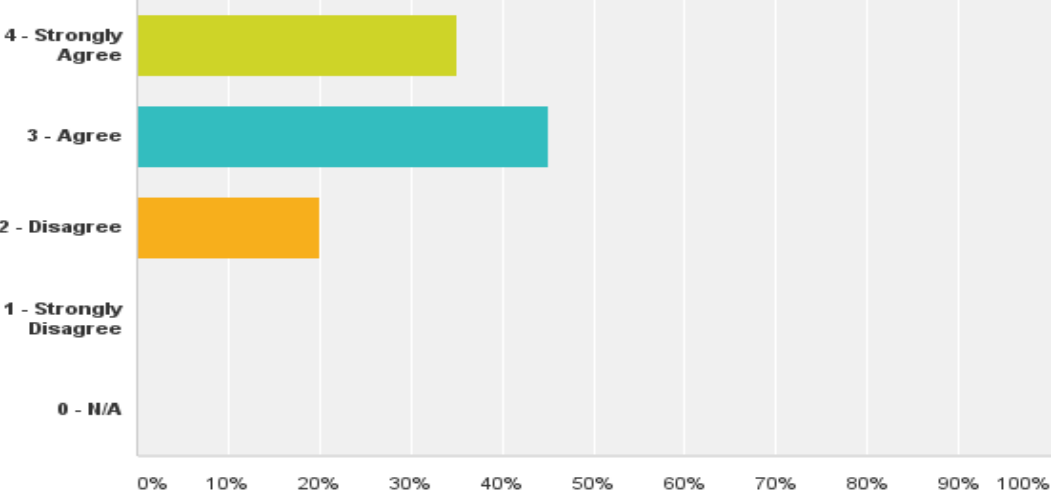
Q6: Contracting and/or Funds Flow: The PPS communicated its funds flow distribution plan and described how this plan pertains to network partners and their involvement in projects.



Sample of comments for question 6:

- *“The PPS was very receptive to 1:1 calls we made to further explain exactly how our funds flow would work.”*
- *“In addition to general information, each of us received an individualized report regarding the funds.”*
- *“Yes, with each payment.”*
- *“We have been provided information on how our agency would be compensated for the labor involved in Project Participation in a piecemeal fashion. In addition, we have not received the compensation we were promised for our participation in Project 11, though we have submitted all invoices and reports required.”*
- *“We submit a complex patient level report to the PPS each month for a certain project. We have no contract, just an MSA. We have received less than \$2000 to date. It is unclear what our role is or what they'd like it to be.”*

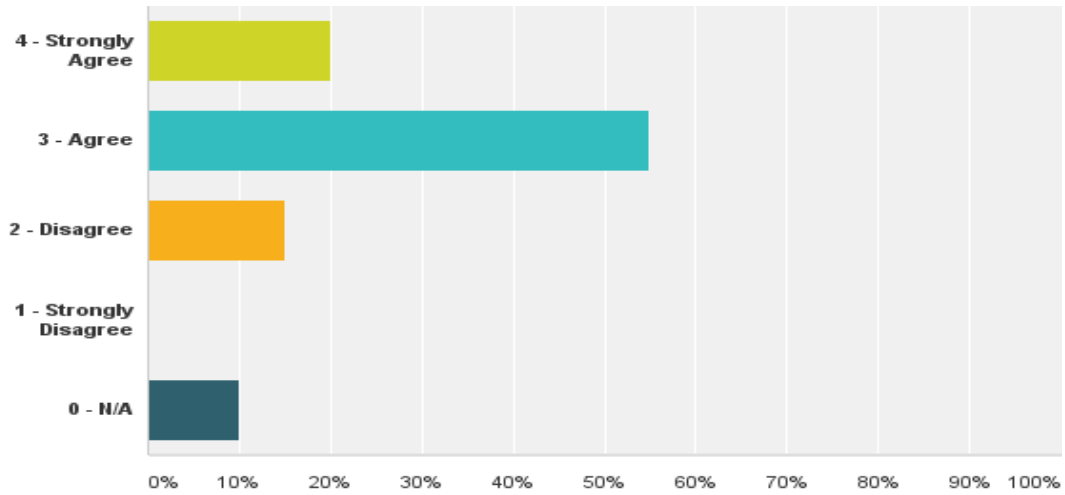
Q7: Performance Management: The PPS communicated it's plans to share performance data with you as its network partner.



Sample of comments for question 7:

- *“While we have received updates regarding the PPS' own performance vis a vis other PPS, we have not received feedback on our performance from our PPS.”*
- *“Performance data for the group has been shared.”*
- *“Always.”*

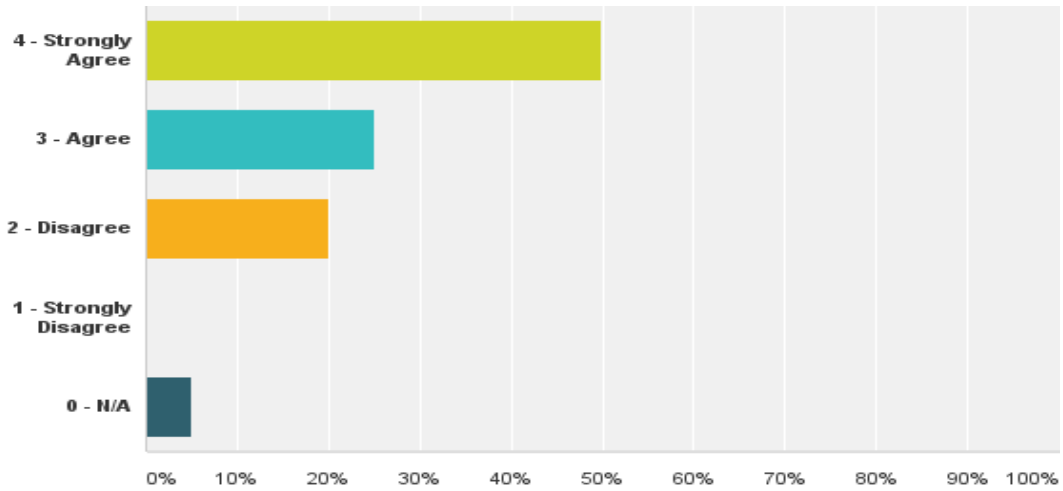
Q8: IT Solutions: The PPS communicated the availability of resources or support for IT solutions to address network partner needs.



Sample of comments for question 8:

- *“The IT director has been very responsive to several calls and questions and is always willing to share best practices within the PPS to help us to connect to the RHIO and obtain Healthix consents.”*
- *“We have access to webinars, which have provided general information regarding our Projects, but, to date, have not received assistance from DSRIP with respect to ‘IT solutions.’”*
- *“Yes, including site visits.”*

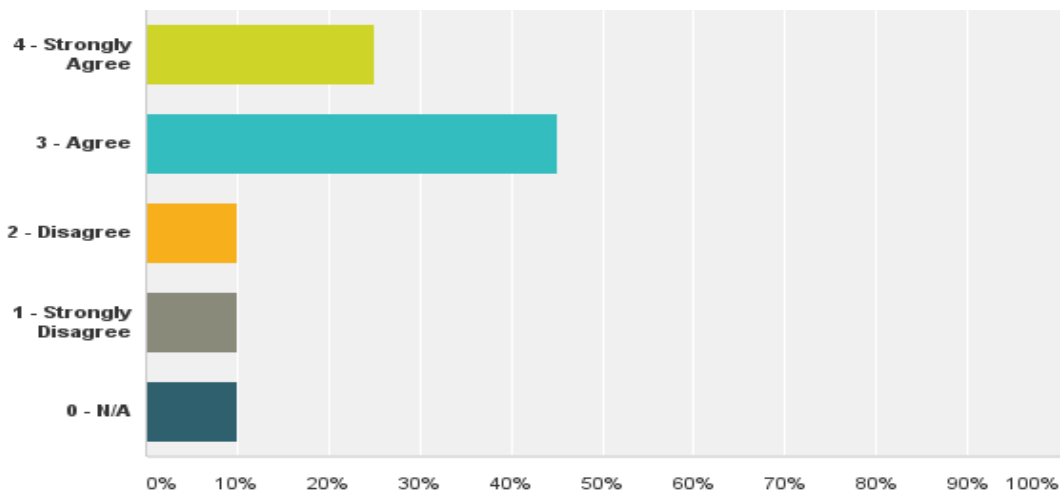
Q9: Governance: The PPS governance structure is effective in facilitating your progress towards meeting the DSRIP goals.



Sample of comments for question 9:

- *“To date, we have not been asked for input on the design of the Projects themselves, the manner in which the Projects are to be implemented, the sufficiency of the compensation being offered for our participation, and/or the workflow issues we have encountered as we continue to participate.”*
- *“Meetings and classes are available to help us.”*
- *“PPS holds regular monthly project meetings and quarterly PAC meetings to manage process.”*

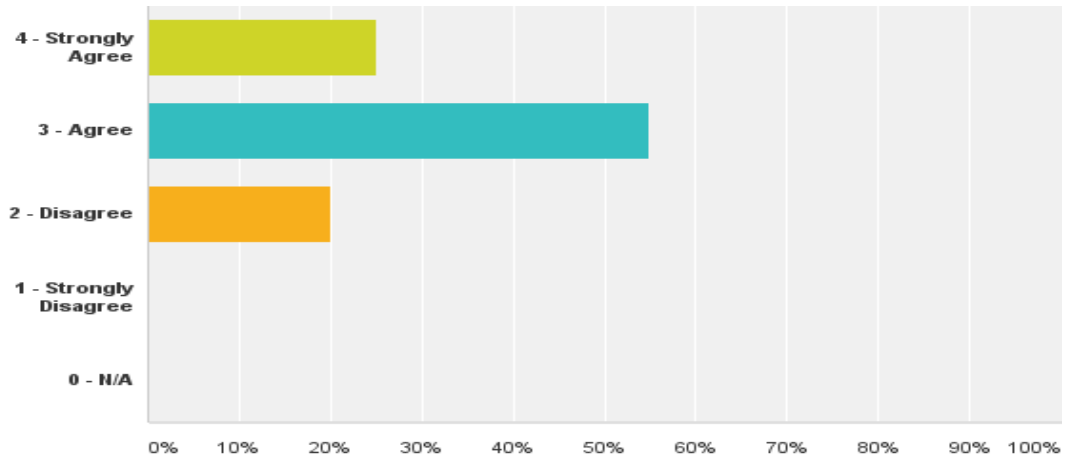
Q10: Contracting and/or Funds Flow: The PPS has been effective in establishing contracts and/or flowing funds to you as a network partner.



Sample of comments for question 10:

- *“We have received funds from the first year of the project.”*
- *“We receive no funds from the PPS.”*

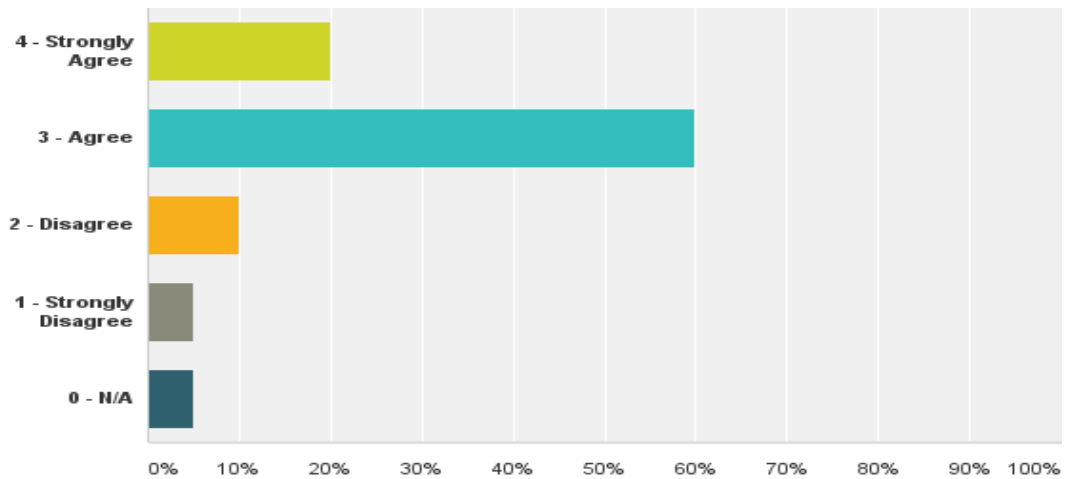
Q11: Performance Management: The PPS has been effective in detailing how it will monitor the performance of its network partners against metrics and facilitating quality improvement efforts.



Sample of comments for question 11:

- *"Information has been shared with us."*

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:

- *"NYPQ has been supportive of our efforts in this area"*