DSRIP Independent Assessor

Mid-Point Assessment Report

Community Partners of Western New York PPS

Appendix 360 Survey

Appendix 360 Survey – **Community Partners of Western New York PPS (Sisters of Charity Hospital)**

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

Community Partners of Western New York PPS sample size to be surveyed was calculated to be 48 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 23 (48%) survey samples were received. Respondents' answers overall were positive with 51% 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	60	23.08%
Agree	73	28.08%
Disagree	46	17.69%
Strongly Disagree	28	10.77%
N/A	53	20.38%
	260	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:

- *"Great group to work with. They are narrowing their focus and working hard to coordinate their efforts with the other [PPS]. That takes time since each DSRIP has to agree on definitions and then circle back to DOH."*
- *"We do not have any funding from this PPS."*
- *"Our experience with the Community Partners of WNY has been positive and productive."*
- *"I understand how important the information collected to ensure that health care dollars are appropriately spent and ensure that the best available out comes are attained. The information collection has to stop forcing the primary care physicians and staff to set aside the main function of medicine in order to become clerical staff."*

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:

|		Survey Recipients	Survey Responders
1	Hospital	3	0
2	Nursing Home	2	1
3	Clinic	3	3
4	Hospice	2	1
5	Substance Abuse	2	2
6	Pharmacy	2	2
7	Mental Health Practitioner:	2	1
8	Primary Care Provider (PCP)	5	2
9	Non-Primary Care Provider	7	4
10	Case Manager / Health Home	3	3
11	Community Based Organization	2	0
12	All Other	15	4
		48	23

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.
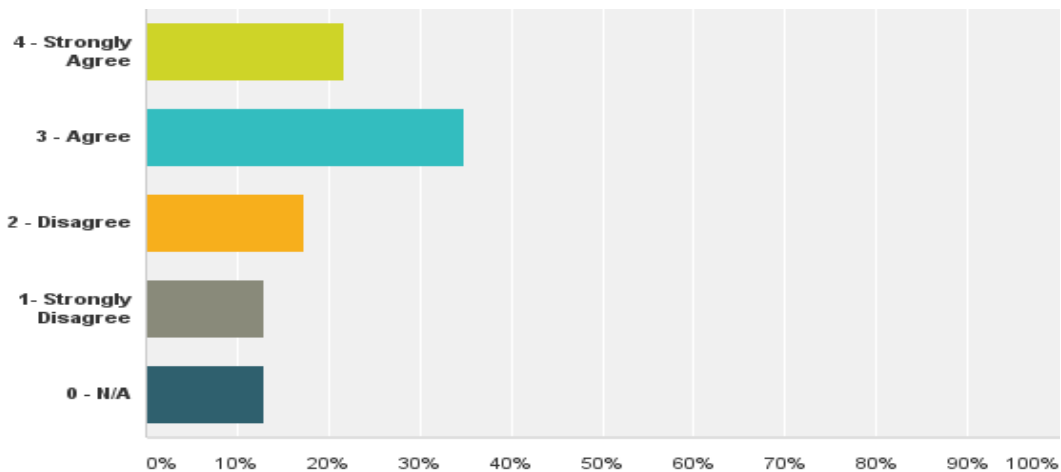
Sample of comments for question 1:
- *"I have attended update meetings, but have not been brought into any projects or discussions about future projects."*
- *"I have actively participated as a member of the Governance Committee."*
- *"They have held network meetings where they presented and you could fill out a feedback form if you wanted. I am involved in a workgroup which is very active. No involvement in the governing body."*
- *"My input has been sought out on a regular basis."*

Q2: Contracting and/or Funds Flow: The PPS engaged you in the development of your contract and/or the funds flow/budgeting process.
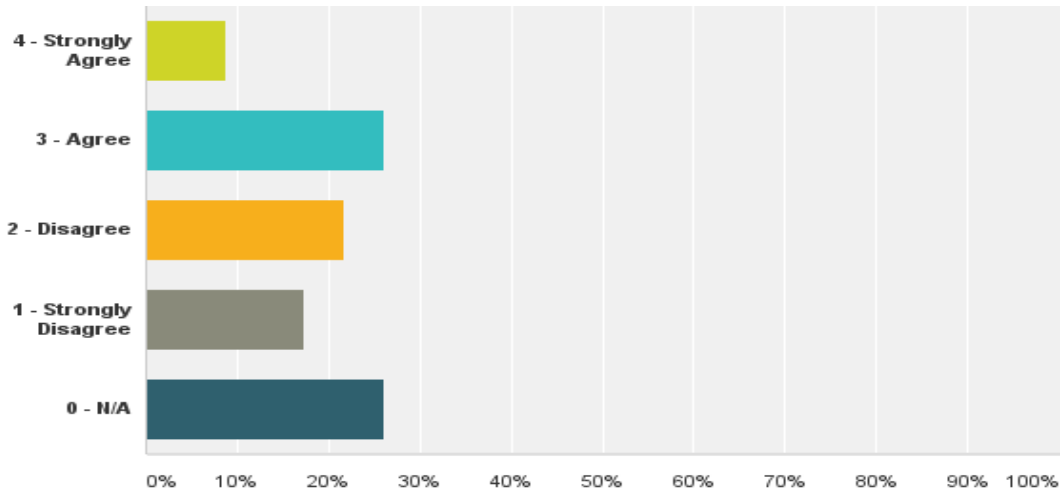
Sample of comments for question 2:
- *"Financial models were reviewed at Governance and also sub -committee meetings."*
- *"Contract was sent via email. Budgeting/funds flow was all predetermined by the PPS."*

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.
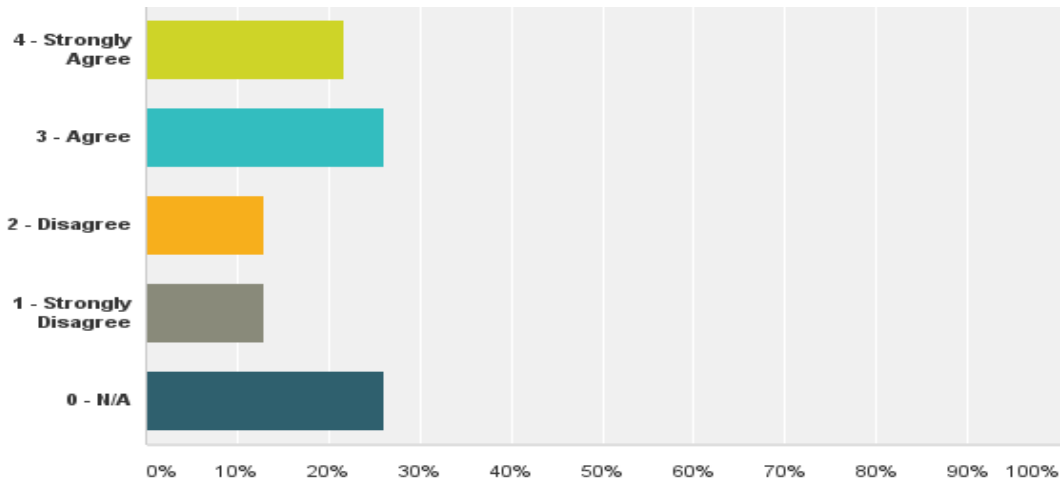
Sample of comments for question 3:
- *"I have participated in the development of several projects as well as other members of my organization."*
- *"That is occurring now."*
- *"I have had regular meetings regarding project implementation."*
- *"We are not currently part of any projects."*

Q4: IT Solutions: The PPS has sought to understand your organization's IT capabilities and your IT needs to support the DSRIP effort.
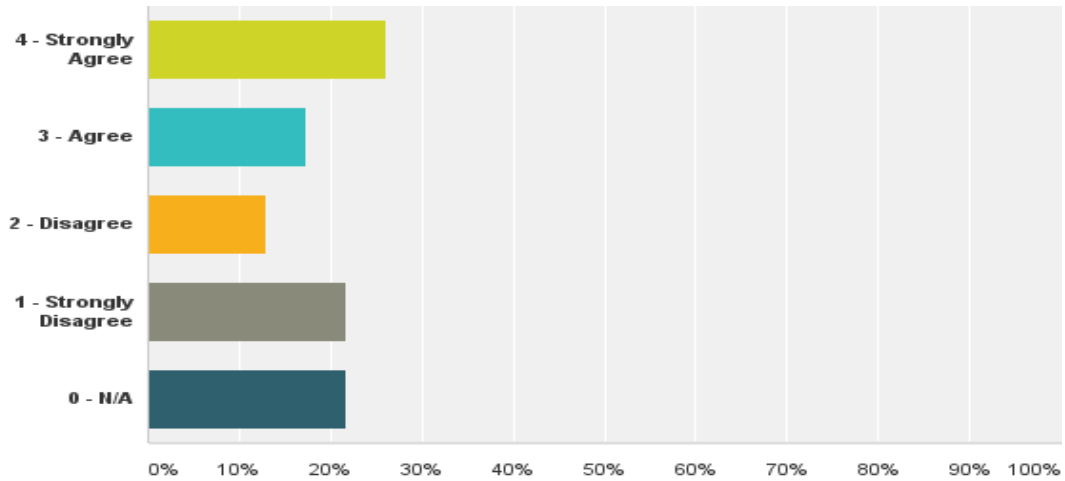
Sample of comments for question 4:

- *"The complexity of the IT needs has been presented and shared with Governance. The individuals leading these initiatives are actively engaged with the local REO and the other PPS"*
- *"Very little IT needs at this point."*
- *"So much of our information that is needed to engage accurately is still done by hand. The PPS needs to find a way to force the big insurances to invest in integration software that can search for reporting numbers without forcing the practitioner to hire staff to do it that are not really qualified. This puts a huge burden on the practice and its staff."*

Q5: Governance: The PPS communicated its governance activities and/or changes to the governance plan to you as a network partner.
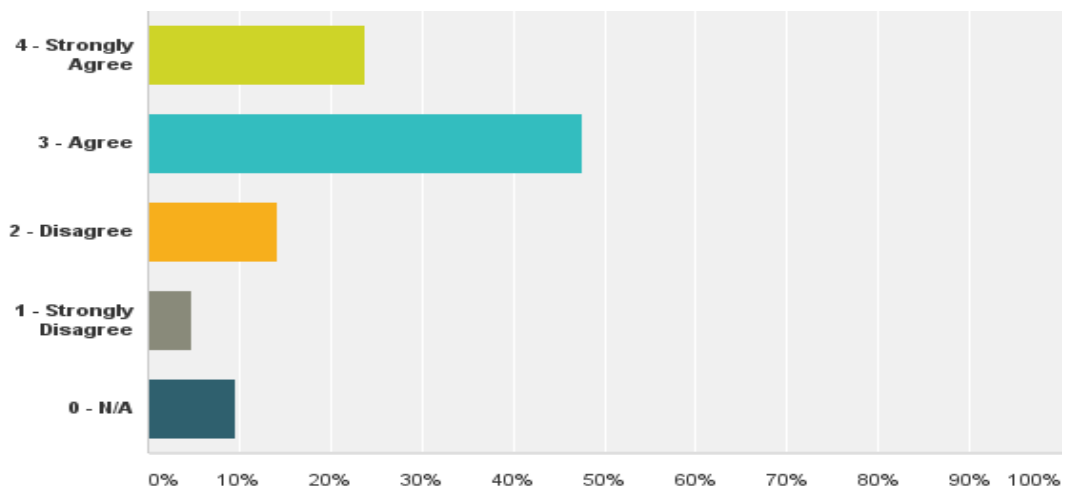
Sample of comments for question 5:

- *"Governance is well informed."*

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.
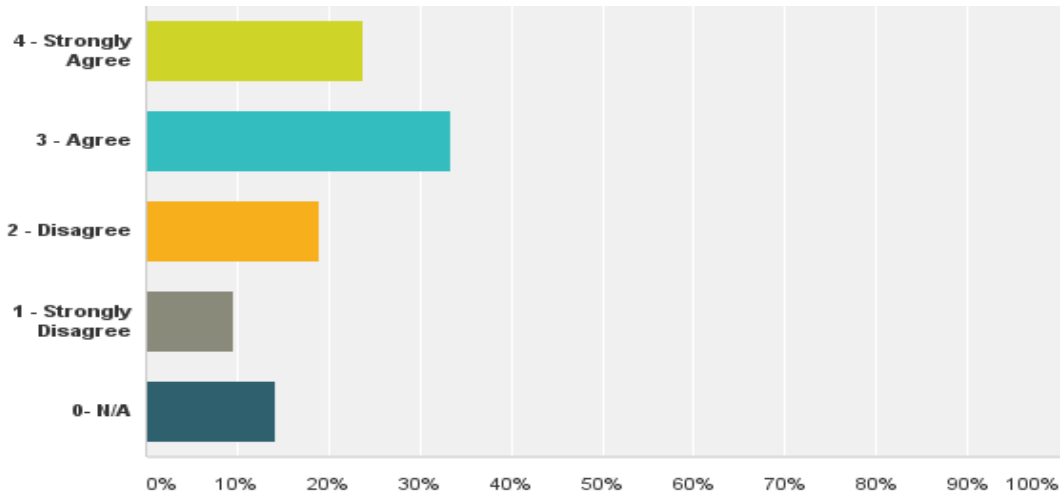
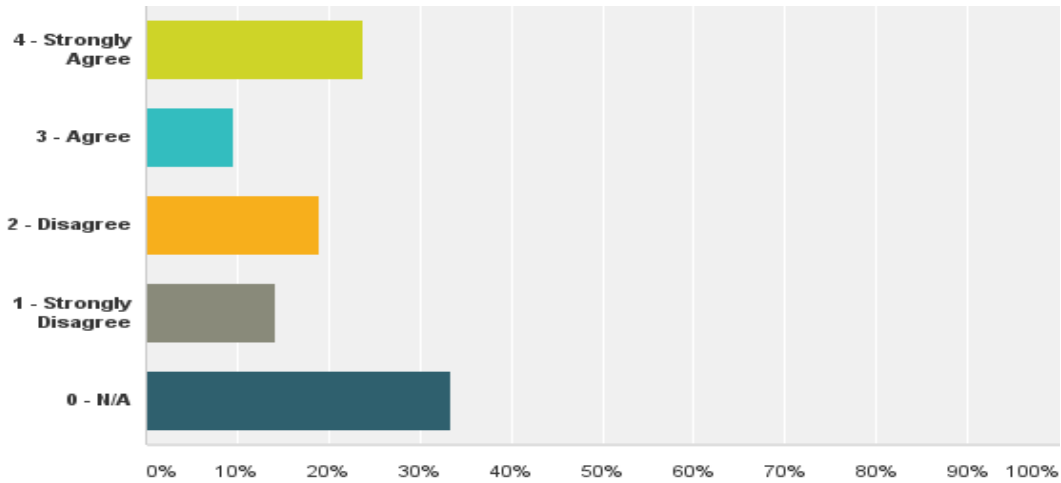

Sample of comments for question 6:
- *"They have it on their website and partners page"*
- *"Regularly updated and reviewed"*
- *"Our participation has only recently begun."*

Q7: Performance Management: The PPS communicated it's plans to share performance data with you as its network partner.
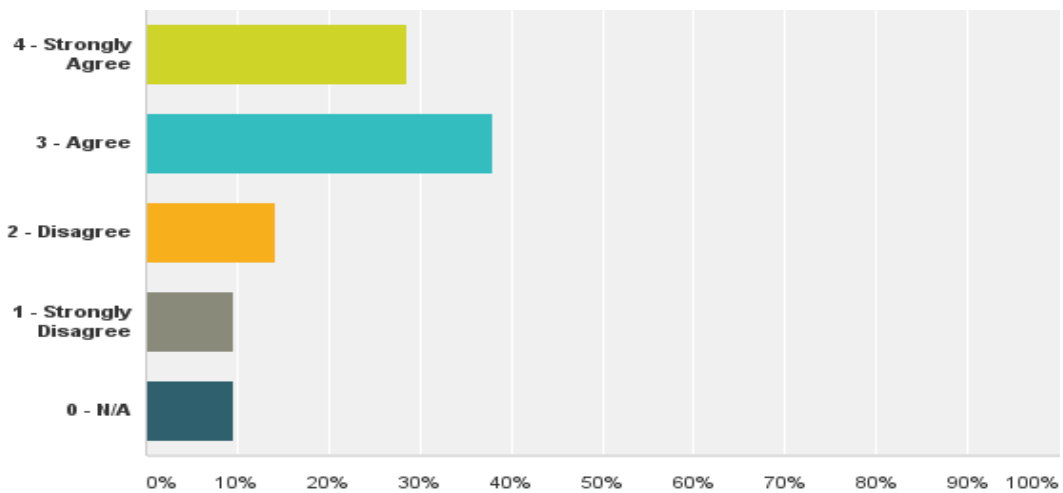
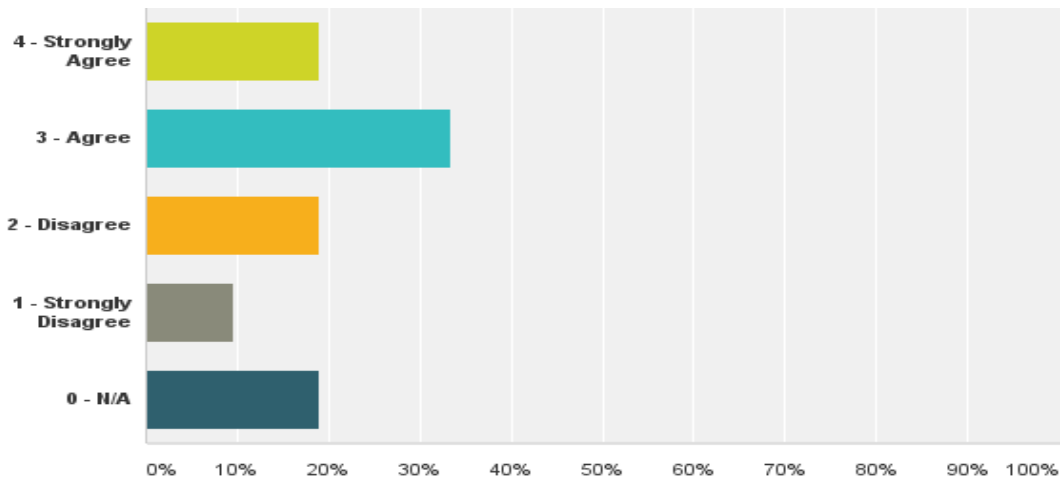*There were no comments for question 7.*

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 am not sure what IT resources may be available. There have been conversations about what EHR's everyone uses and our involvement with the local RHIO."*
- *"Not necessary at this point."*

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

Sample of comments for question 9:
- *"They are working jointly with another PPS. So far we have provided information and attended meetings regarding projects. The meetings are facilitated by the PPS but are still in the information gathering and clarifying stage."*
- *"The lead entity is experienced with managing initiatives that support population health and are able to connect the DSRIP initiatives to the overall goals."*

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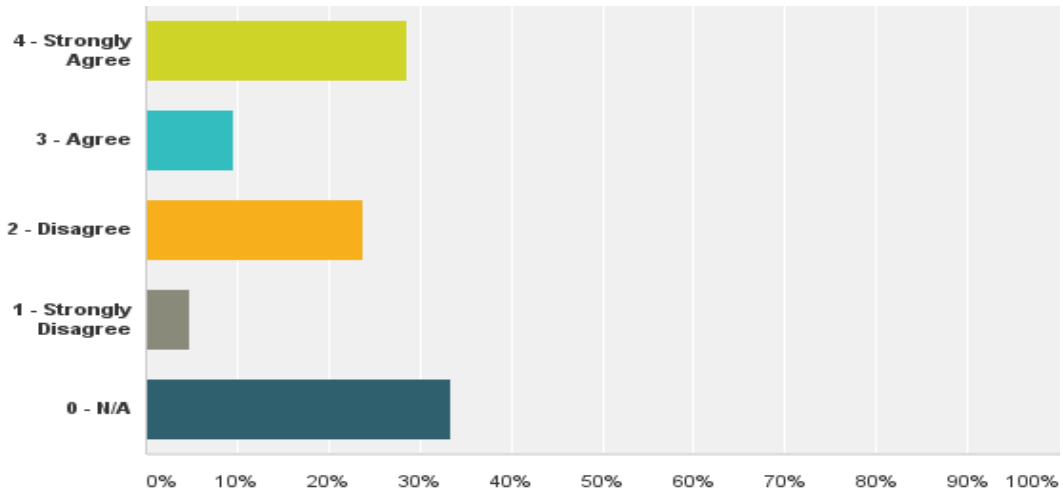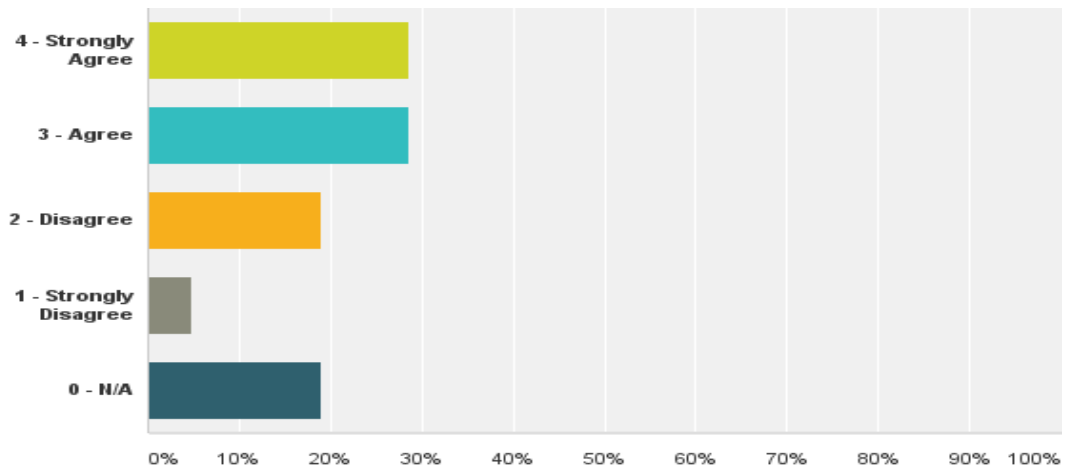

Sample of comments for question 10:
- *"Contracts were established but no funds have flowed. There was some information shared recently about a fee being sent now for sending in quarterly data reports on time."*
- *"Very helpful in the contracting process."*

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.
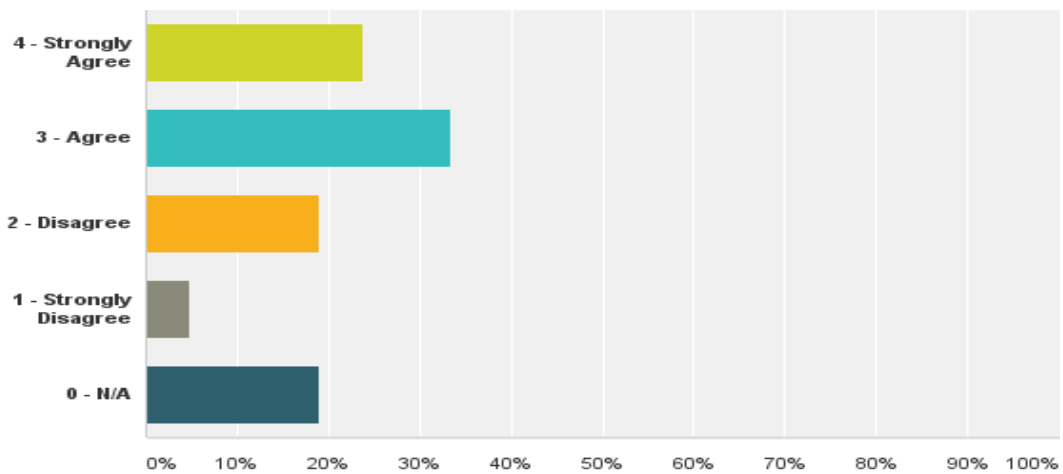
There were no comments for question 11.

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:
- *"Project to share data with local MCO's is stalled. All network partners were able to pull data and send it to MCO. Not all MCO's have reciprocated after several months."*
- *"I feel the PPS has been supportive of efforts to attain goals."*