



**Department
of Health**

DSRIP Independent Assessor Mid-Point Assessment Report

Westchester Medical Center Health PPS

Appendix 360 Survey

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**Prepared by the DSRIP
Independent Assessor**

Appendix 360 Survey – Westchester 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 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

Westchester Medical Center PPS sample size to be surveyed was calculated to be 33 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 (67%) survey samples were received. Respondents' answers overall were positive with 62% 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	65	28.02%
Agree	80	34.48%
Disagree	60	25.86%
Strongly Disagree	8	3.45%
N/A	19	8.19%
	<u>232</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:

- *"This has been a very collaborative relationship."*
- *"Great program."*

- *“As a CBO that is not a behavioral health provider, we feel left out of most PPS projects and discussions.”*
- *“We have received very little communication from this PPS in 2016 and, as a result, are uncertain of our role in their selected projects”*
- *“The concept of value based payment is very worrisome to ambulatory care providers who are not part of the large hospital systems. Will we survive after years of providing exceptional, cost- effective medical care to Medicaid clients and the uninsured?”*

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:

	<u>Survey Recipients</u>	<u>Survey Responders</u>
1 Hospital	2	2
2 Nursing Home	3	2
3 Clinic	4	3
4 Hospice	2	2
5 Substance Abuse	3	3
6 Pharmacy	2	1
7 Mental Health Practitioner:	2	0
8 Primary Care Provider (PCP)	2	1
9 Non-Primary Care Provider	6	2
10 Case Manager / Health Home	3	2
11 Community Based Organization	1	0
12 All Other	<u>3</u>	<u>2</u>
	<u><u>33</u></u>	<u><u>20</u></u>

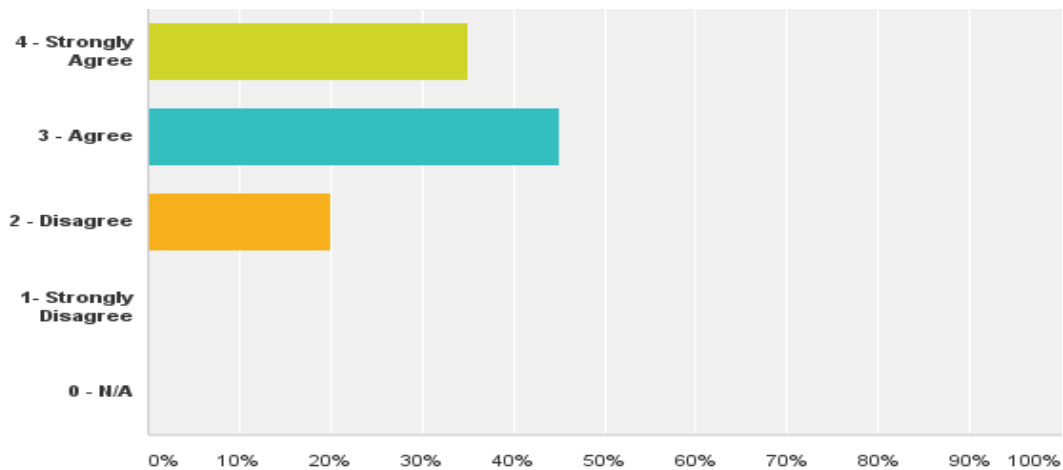
Sampling Methodology

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.

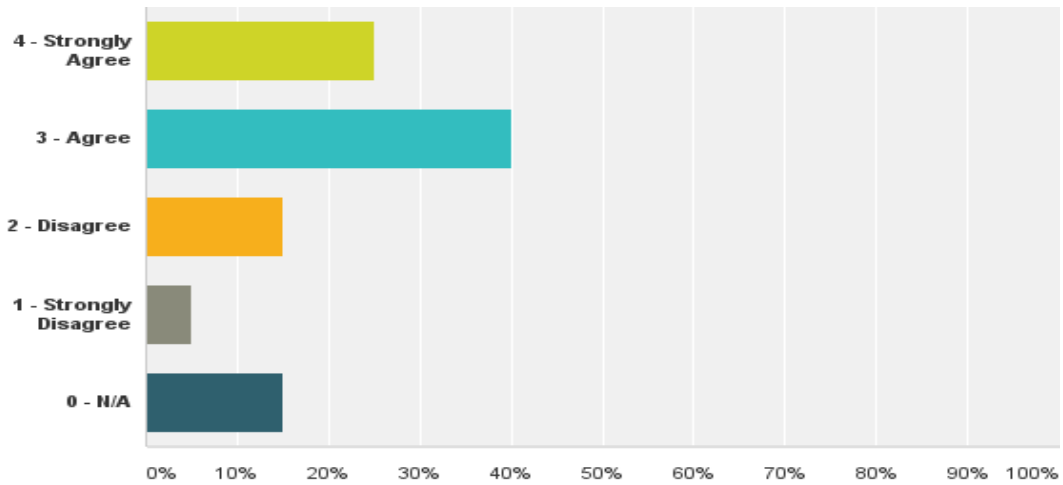
Q1: Governance: The PPS engaged you in its governing board, committees and/or solicited input from you as a network partner



Sample of comments for question 1:

- *“There were a few surveys in the beginning but we haven't heard much from the PPS in quite some time with the exception of receiving their newsletter via e-mail today. I was asked to submit our progress with DSRIP initiatives and they captured it in their newsletter. However, our progress is not related to their PPS or any of its partners. PPS had some conferences that we attended in DY1 but, again, we have not been invited to anything in recent months.”*
- *“We are involved in projects and committees although we are not involved in the governing board.”*

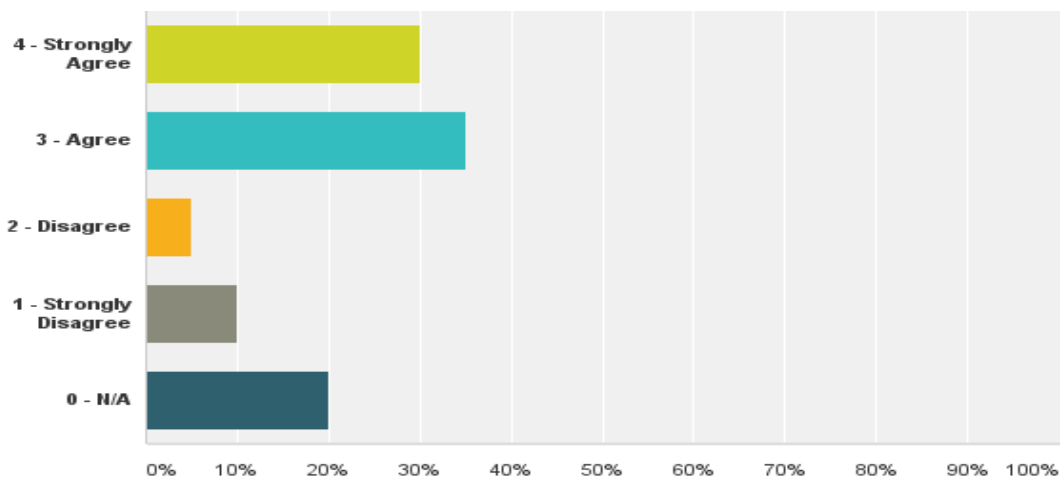
Q2: Contracting and/or Funds Flow: The PPS engaged you in the development of your contract and/or the funds flow/budgeting process



Sample of comments for question 2:

- *"We attended webinars and surveys around contracting and funds flow"*
- *"Not involved in the early DSRIP process"*

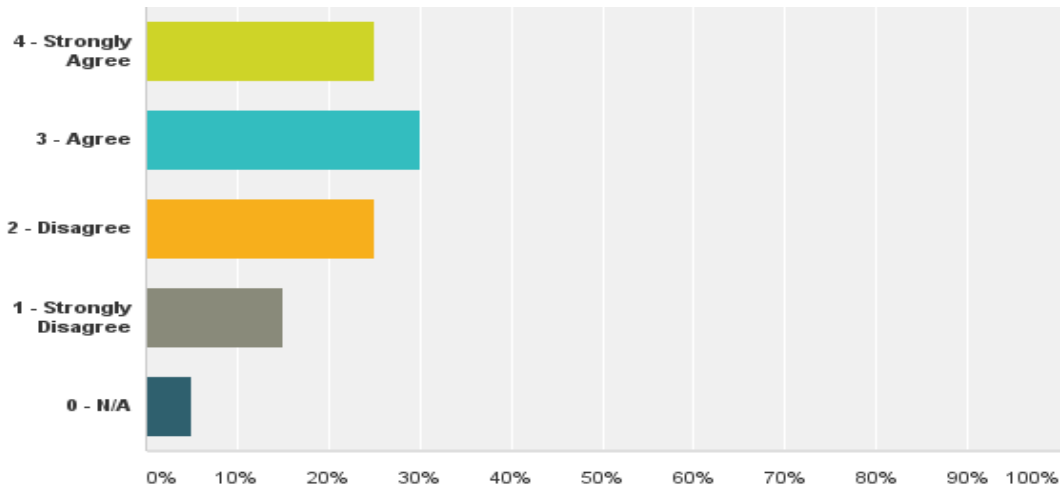
Q3: Performance Management: The PPS engaged you in project implementation efforts (planning and execution) for the projects in which you participate as a network partner



Sample of comments for question 3:

- *"We have not been engaged in this level at all to date."*
- *"Projects involving SNFs have not begun yet. Not currently actively participating in any of PPS' projects."*

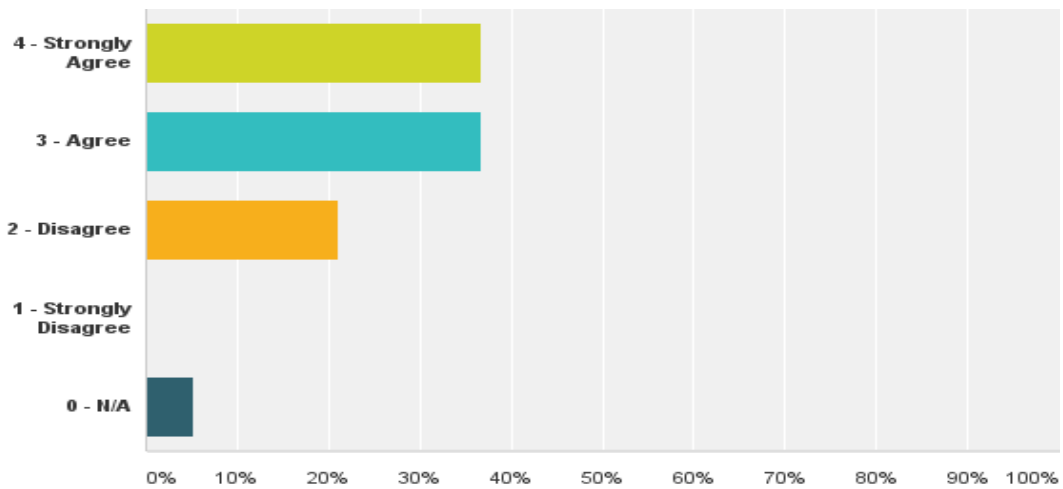
Q4: IT Solutions: The PPS has sought to understand your organization’s IT capabilities and your IT needs to support the DSRIP effort



Sample of comments for question 4:

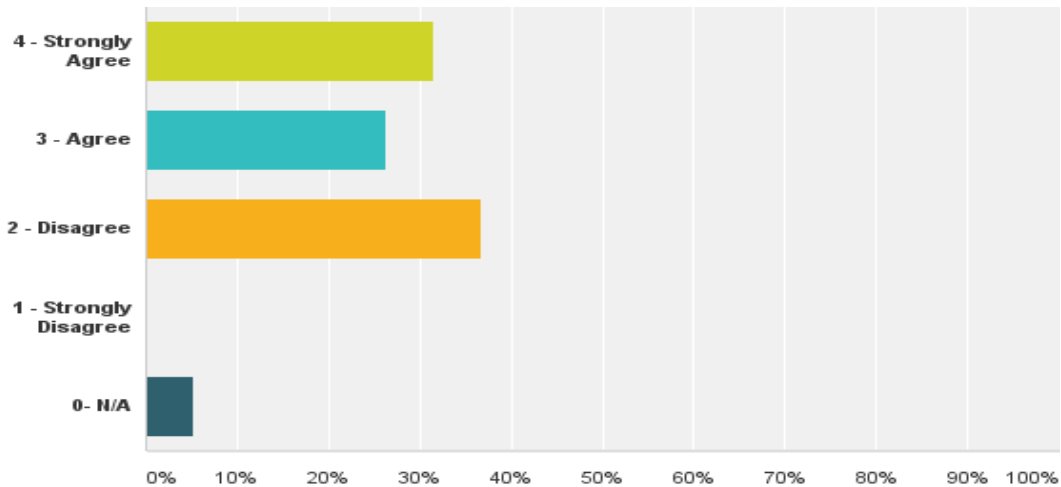
- *“We were not engaged at this level other than answering questions in surveys in DY1”*
- *“No direct discussions with our organization regarding IT support”*

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.

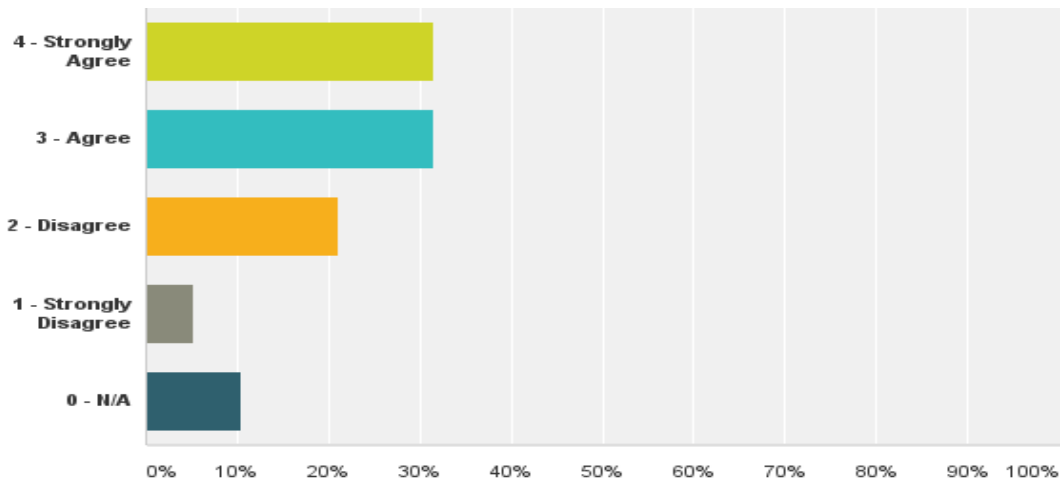
Q6: Contracting and/or Funds Flow: The PPS communicated its funds flow distribution plan and described how this plan pertains to network partners and their involvement in projects



Sample of comments for question 6:

- *“The explanations that have been given have been vague and difficult to understand. We do receive a check periodically but are not sure why we are being paid and for what. It would be nice if a statement for the activity were enclosed with the check.”*
- *“PPS did not explain or make payment.”*

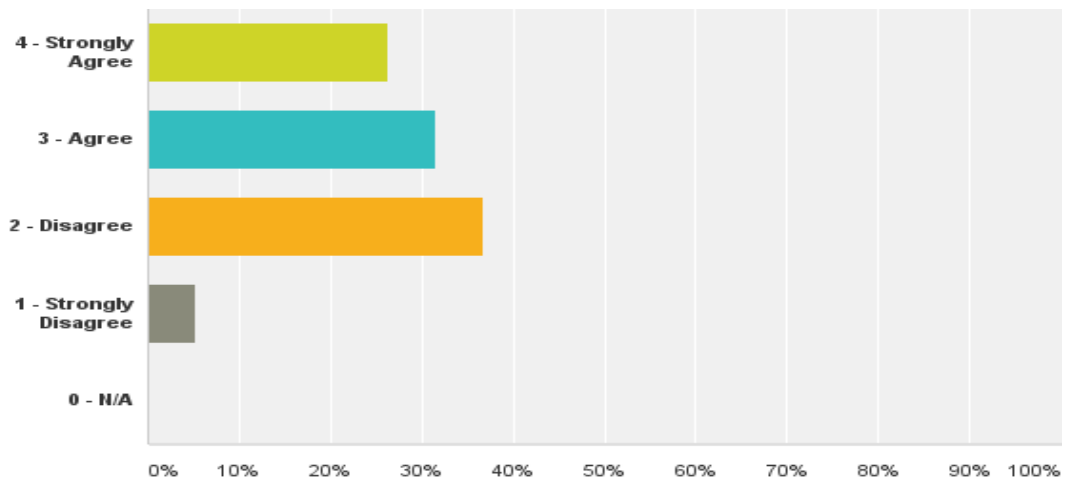
Q7: Performance Management: The PPS communicated its plans to share performance data with you as its network partner



Sample of comments for question 7:

- *“Yes, but it is unclear as to what is the big picture of what you are going to do with all this information or how it impacts our individual facilities.”*

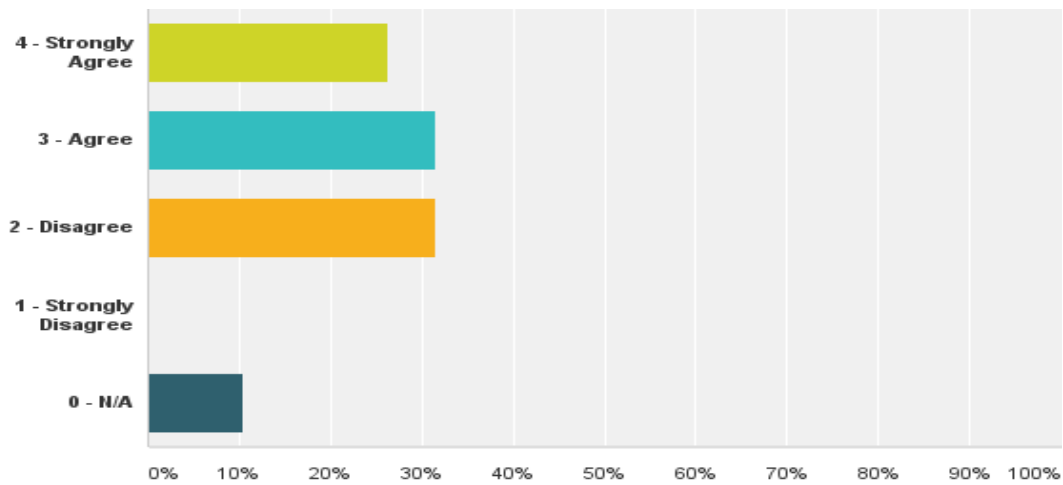
Q8: IT Solutions: The PPS communicated the availability of resources or support for IT solutions to address network partner needs



Sample of comments for question 8:

- *“Unless we were able to apply for a grant to pay for the transition to an EMR we were not aware of any other financial supports. We started our vetting process for an EMR before the grant money was available.”*
- *“We have not heard of any resources to help us meet IT requirements.”*

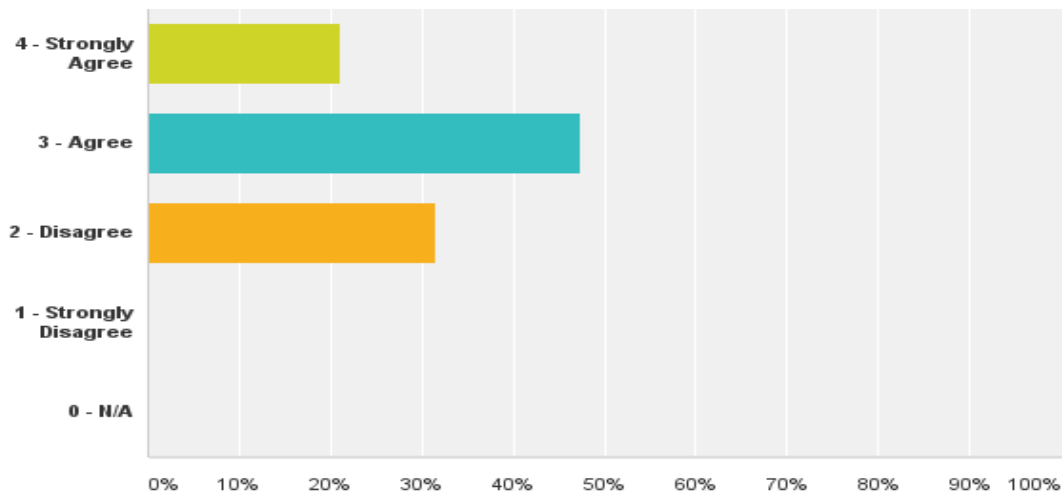
Q9: Governance: The PPS governance structure is effective in facilitating your progress towards meeting the DSRIP goals



Sample of comments for question 9:

- *"We are primarily a pediatric chronic care facility. No one yet has been able to adequately address how our unique population will fit into the fabric of DSRIP to ensure this population of children with medically complex diagnosis will be best served."*
- *"Does not really care about the outpatient health care providers -- that is, non- hospitals"*
- *"We do not have input in the governance of the PPS."*
- *"Unsure"*

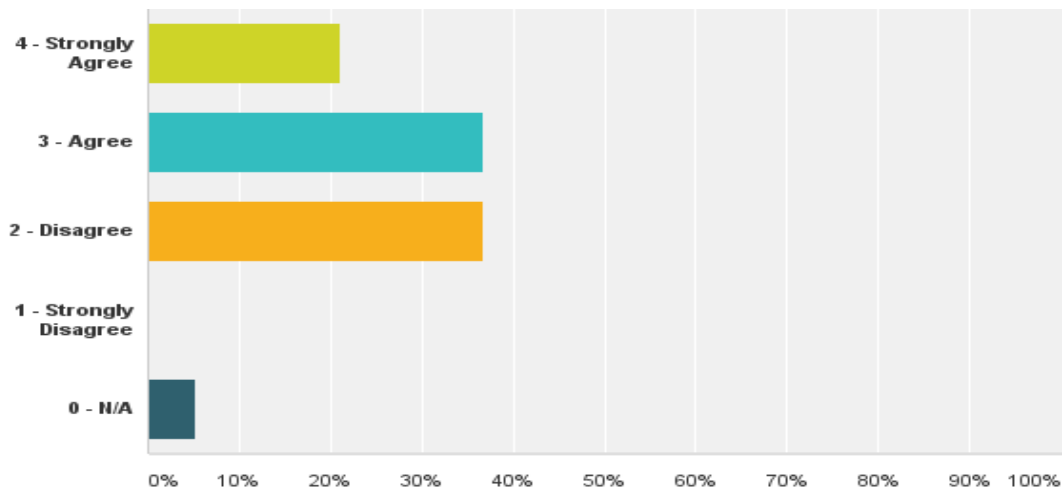
Q10: Contracting and/or Funds Flow: The PPS has been effective in establishing contracts and/or flowing funds to you as a network partner



Sample of comments for question 10:

- *"We have received small checks but don't know what it is in payment for. Is it our participation with releasing data? Is it for completing the surveys?"*
- *"Contracts completed. Funds are slow to be received"*
- *"Funding is all going to the hospitals and consultants"*
- *"We were involved in contracting and received a small flow of funds"*

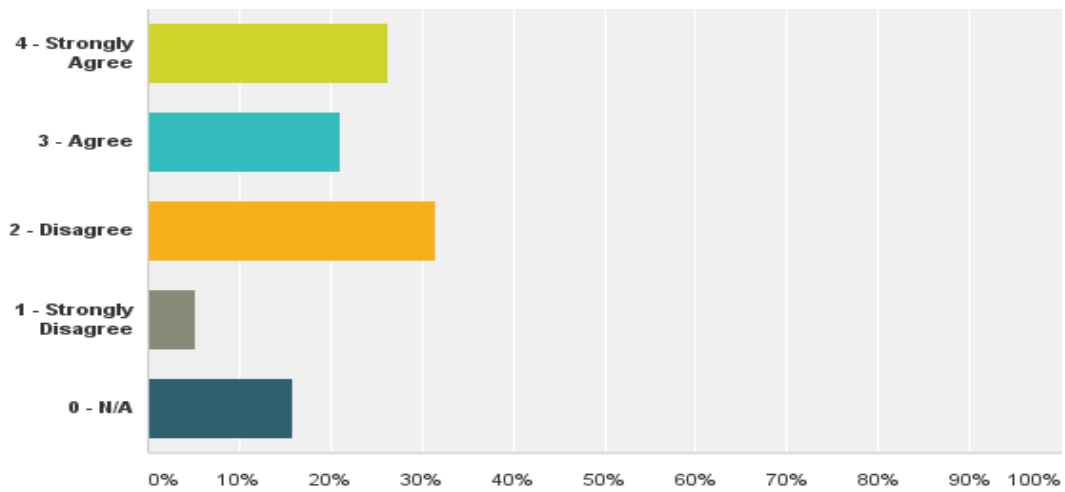
Q11: Performance Management: The PPS has been effective in detailing how it will monitor the performance of its network partners against metrics and facilitating quality improvement efforts



Sample of comments for question 11:

- *"I have not seen any metrics specific to children with medically complex diagnosis and co-morbidities. I am confident once they are developed they will be released."*
- *"While it is outlined in the Agreement, we have not been contacted as a partner about performance or quality improvement efforts"*
- *"Not sure how our performance will be monitored."*
- *"SNFs not yet participating in active projects"*

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:

- *"We have not completed our transition to an EMR yet."*
- *"We have not requested assistance at this point"*
- *"We have not received any IT solutions from the PPS"*