















organizational infrastructure, or enhance their existing CC/HL organizational practices, including CC/HL training plans for each organization.

- One hundred fifty-one FLPPS Partner organizations have reported to FLPPS the selection of a Cultural Competency Champion. This Champion is the liaison between FLPPS and their organization for CC/HL, and promotes CC/HL practices within their organization.
- A FLPPS CC/HL Resource Repository is listed on the FLPPS website and contains tools for both FLPPS Partners and Consumers. This is located at <https://flpps.org/Workstreams/Cultural-Competency-Health-Literacy> under “CC/HL Resources”.
- FLPPS planned and completed two Partnership-wide learning sessions on two target CC/HL populations for the FLPPS region: In September 2016, “The Amish Lifestyle” with Allegany County Historian Craig Braack, and in December 2016, “The Refugee Population” with Jennifer Pincus, Program Coordinator for the Rochester Regional Health Office of Community Medicine.
- The FLPPS DY2 Partner contracts include contract metrics for payment that ask Partners to report current CC/HL trainings taking place within their organizations.
- In Spring 2017, FLPPS will host its first annual PPS-wide Cultural Competency and Health Literacy Conference to discuss with the FLPPS Partnership the progress of the FLPPS CC/HL Strategy and the FLPPS CC/HL Training Plan, as well as best practices and success stories.

The timeline for the above action plan is described in the associated MPA Implementation Plan.

FLPPS will use its current project milestone and task tracking process to ensure that it is progressing on executing the actions outlined in the associated MPA Implementation Plan. FLPPS uses project management software to centrally submit, assign ownership, track, and course correct, when necessary, to ensure execution of its DSRIP project work and the PPS will use this same software to ensure execution of the submitted and accepted MPA Corrective Action Plans.

The action plan to roll out CC/HL trainings to workforce and Partners reflects FLPPS’ overall strategy for meeting FLPPS’ DSRIP goals by ensuring the FLPPS network of care is grounded in attention to culture, language and health literacy necessary to improve patient outcomes and eliminate disparities. The ultimate goal is a healthcare system and workforce that can deliver the highest quality of care to every patient/consumer regardless of race, ethnicity, cultural background or English proficiency. It is vital to be aware of how culture influences personal understanding of health and illness, how this affects personal health practices, and how these views can be incorporated into health promotion and interventions.

**Implementation Plan:**

See MPA Implementation Plan Excel Template.

**Implementation Date:**

This action plan will be fully implemented by no later than September 30, 2017.



As a result of the Mid-Point Assessment, the Independent Assessor has developed recommendations for the PPS to address specific areas identified as deficiencies that could impact the PPS success in achieving the DSRIP goals.

For each group of recommendations under a specific organizational section or project included in the Mid-Point Assessment Report, the PPS has taken or plans to take the following corrective action(s).

**Mid-Point Assessment Recommendation 4 (Part 2):**

Focus Area: Cultural Competency and Health Literacy. [The IA recommends that the PPS develop an action plan to roll out its trainings to workforce and partners with specific dates (Part 1)]. FLPPS must also develop metrics to assess its most effective strategies to engage Medicaid members and the uninsured and report out on these strategies to the IA (Part 2).

**PPS Action Plan Narrative:**

FLPPS recognizes the importance of engaging Medicaid members and the uninsured as the region participates in the DSRIP Waiver Program. To that end, Medicaid member's and uninsured advocate's input must be present in the governance model, and represented in the development of strategies that aim to improve care and Consumer satisfaction.

The FLPPS region is unique as it encompasses one of the few health systems planning agencies in New York State, Common Ground Health (formerly known as The Finger Lakes Health Systems Agency). Throughout the DSRIP period, FLPPS and Common Ground Health have formally and informally partnered on initiatives that benefit the stakeholders for both organizations, and the region at large, including the administering of the Community Needs Assessment. One such initiative is the collaborative effort to address Consumer engagement and health disparities, in pursuit of overall improvement of health outcomes for regional Medicaid members and the uninsured. A significant benefit of this collaboration is FLPPS's ability to leverage long-standing and well-established regional Consumer advocacy groups inclusive of: The African American Health Coalition, The Latino Health Coalition, and The Partnership for the Uninsured. This collaboration, which involves the sharing of a shared employee dedicated to this work, will also focus on an expanded advocacy network that spans the FLPPS 13-county region.

As a network, FLPPS will focus on assisting providers in providing culturally competent care that is patient-centered. This effort will be led by the FLPPS CC/HL Committee and the FLPPS Project 4.a.iii (Strengthen Mental Health and Substance Abuse Infrastructure Across Systems) Subcommittee, and supplemented by the activities of the FLPPS/Common Ground Health collaboration. As a first step, FLPPS, with CBO Partners, co-sponsored two community forums in February 2016, to gather information from Medicaid members and uninsured individuals about how they currently access care, and what they would like to see in a future system.

FLPPS is also mindful of the recommendations from the NYS Advocacy and Engagement Subcommittee under the VBP Roadmap. The Subcommittee has specifically guided the DOH and providers to consider: 1) The creation of a member incentive program, 2) The development of Patient Reported Outcomes (PRO), 3) Defining what the Medicaid member has a right to know about VBP.

This guidance includes methods to activate members, educate around proper system utilization, engage in dialogue around health behaviors that impact outcomes, and provide information on preventative care, and disease management. The FLPPS Consumer Engagement Strategy incorporates this guidance and, in addition to the regional Consumer advocacy groups identified above, FLPPS will recruit a diverse group of individual Consumers – who reflect the breadth of experiences and opinions of the 13-county region – to small-group consumer education forums, community stakeholder forums, consumer focus groups (inclusive of Medicaid members and uninsured individuals) and for representation in FLPPS governance committees and workgroups.

Leveraging the expertise of our collaborating organization, Common Ground Health, and the subject matter experts from our Partner organizations, FLPPS will evaluate the effectiveness of our strategies and interventions through program design and “Plan, Do, Study, Act (PDSA)” tools. FLPPS will continue to document progress and include progress reports to NYS and the IA through the remainder of the DSRIP program.

FLPPS is highly involved in community-wide activities that address the social needs of FLPPS Consumers and specifically the social determinants of health through the following tables and initiatives: Invest Health, a project of the Robert Wood Johnson Foundation and Reinvestment Fund; Re-Think Health Ventures, a project of the Fannie E. Rippel Foundation; Rochester-Monroe Anti-Poverty Initiative (50% of the FLPPS attributed lives reside in Monroe County); Finger Lakes Regional Economic Development Council’s Pathways to Prosperity.

Lastly, Common Ground Health is assisting FLPPS in identifying metrics of success to augment the prescribed measures under the Domain 1 Requirements in Project 2.d.i (Patient Activation) and the CC/HL workstream to assess the most effective strategies to engage Medicaid members and the uninsured. These metrics will be included in FLPPS’s Consumer Engagement Strategy.

The timeline for the above action plan is described in the associated MPA Implementation Plan.

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