



**Department
of Health**

DSRIP Independent Assessor Mid-Point Assessment Report

Advocate Community Providers LLC PPS

Appendix 360 Survey

November 2016

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Prepared by the DSRIP
Independent Assessor

Appendix 360 Survey – Advocate Community Providers 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

Advocate Community Providers 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 24 (50%) survey samples were received. Respondents' answers overall were positive with 73% 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	42	14.58%
Agree	167	57.99%
Disagree	30	10.42%
Strongly Disagree	13	4.51%
N/A	36	12.50%
	<u>288</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:

- *“Physicians as partners should be more informed about contracting and fund flows. No detailed explanation is provided about fund flows and distribution.”*

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	0	0
2 Nursing Home	1	1
3 Clinic	2	1
4 Hospice	2	1
5 Substance Abuse	4	3
6 Pharmacy	1	1
7 Mental Health Practitioner:	3	0
8 Primary Care Provider (PCP)	10	6
9 Non-Primary Care Provider	5	1
10 Case Manager / Health Home	2	2
11 Community Based Organization	5	1
12 All Other	<u>13</u>	<u>7</u>
	<u><u>48</u></u>	<u><u>24</u></u>

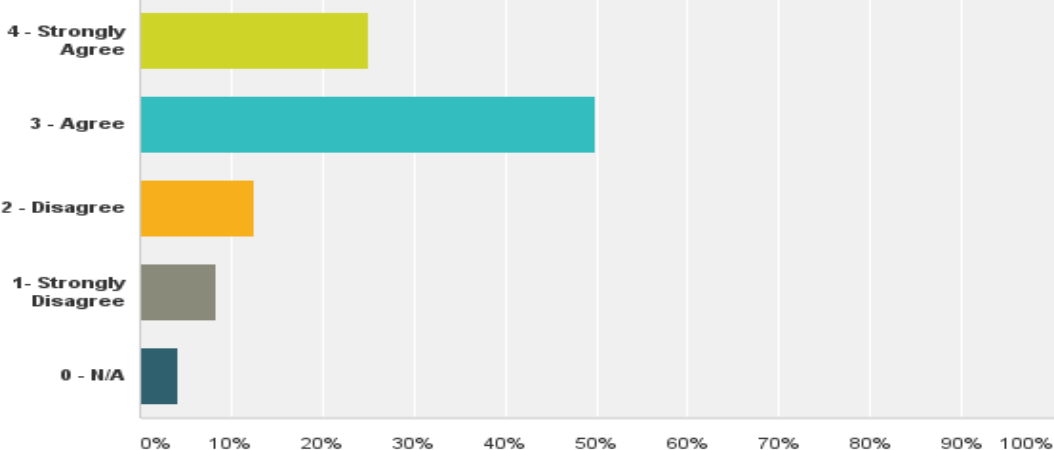
Sampling Methodology

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.

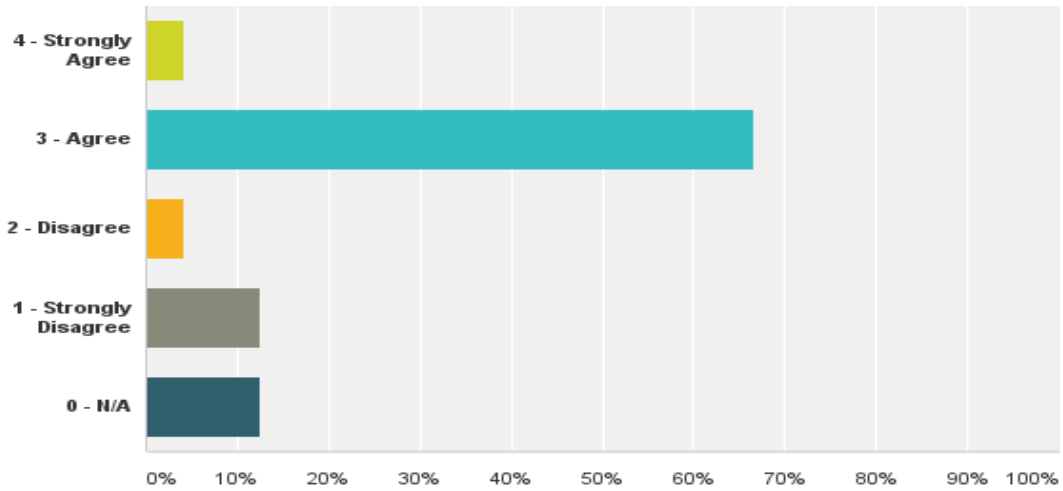
Q1: Governance: The PPS engaged you in its governing board, committees and/or solicited input from you as a network partner.



Sample of comments for question 1:

- *“Engagement never took place and input was never solicited.”*
- *“ACP has included our Hospital in their Clinical Quality Committee and has requested our input on specific protocols related to ED triage and inpatient discharge. These meetings take place on a monthly basis.”*

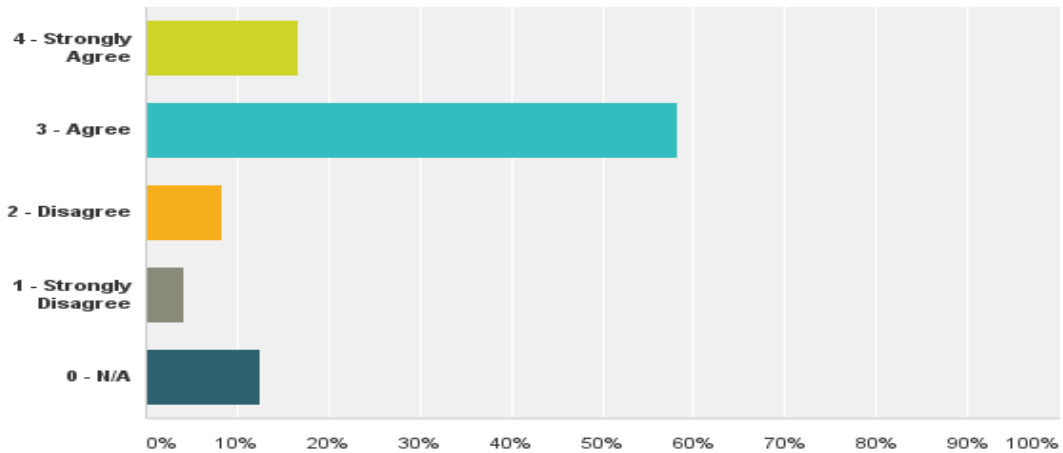
Q2: Contracting and/or Funds Flow: The PPS engaged you in the development of your contract and/or the funds flow/budgeting process.



Sample of comments for question 2:

- *“Engagement in the development of the contract and/or the funds flow/budgeting process never took place.”*

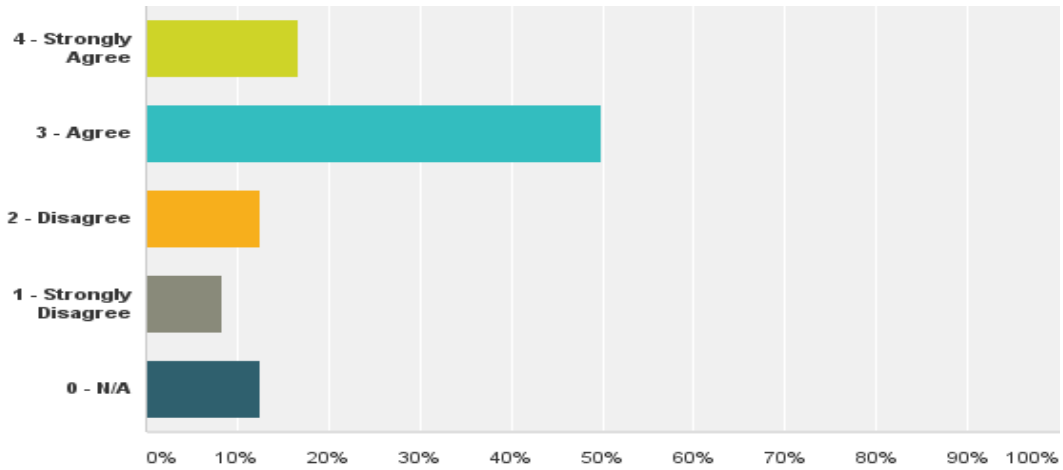
Q3: Performance Management: The PPS engaged you in project implementation efforts (planning and execution) for the projects in which you participate as a network partner.



Sample of comments for question 3:

- *“There were a few meetings last year where the Project Manager for the PPS came and met with us to better understand how we function and to help plan for the execution of the projects pertaining to our area.”*

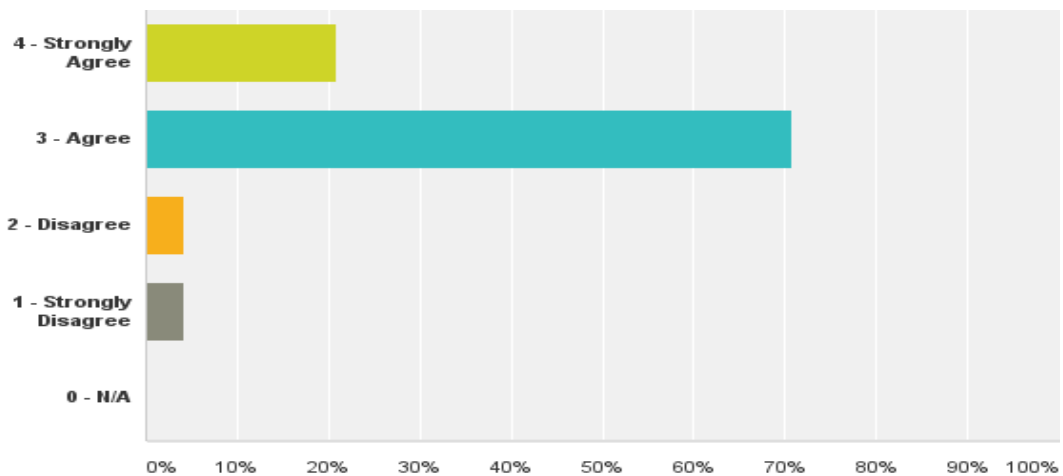
Q4: IT Solutions: The PPS has sought to understand your organization’s IT capabilities and your IT needs to support the DSRIP effort.



Sample of comments for question 4:

- *“It never happened.”*
- *“In one of the visits to our hospital, IT systems were reviewed. On a separate occasion, our IT went there to demonstrate the functionality of one of our systems used for discharge of patients.”*

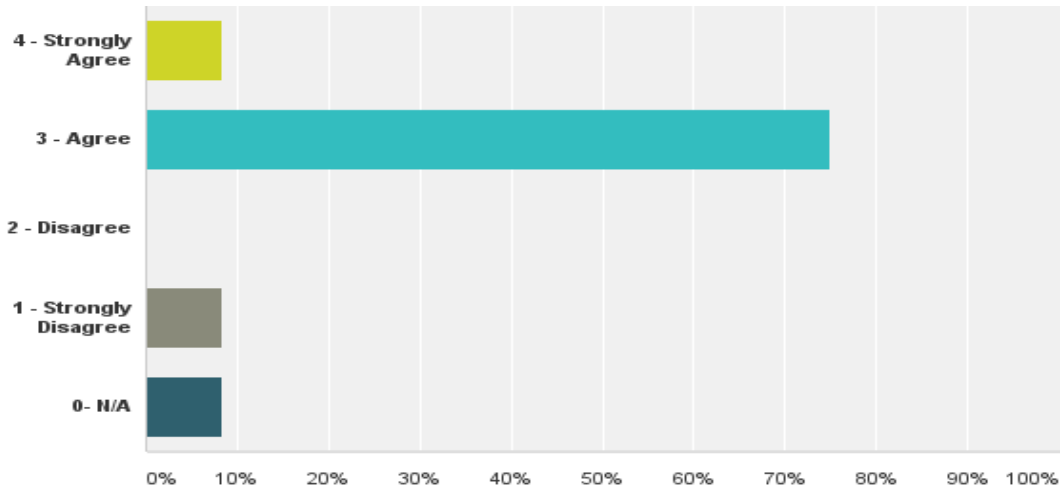
Q5: Governance: The PPS communicated its governance activities and/or changes to the governance plan to you as a network partner.



Sample of comments for question 5:

- *“It never happened.”*
- *“There have been communications received with respect to changes in governance plan.”*

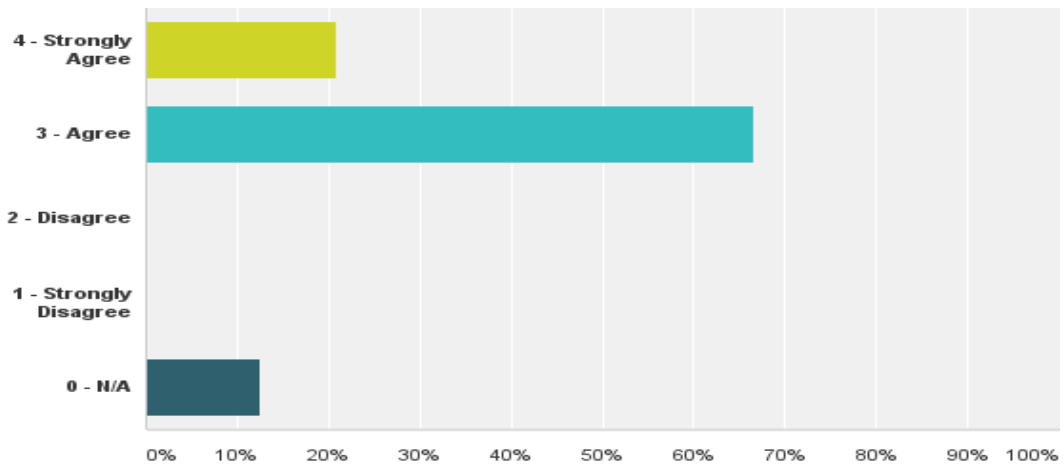
Q6: Contracting and/or Funds Flow: The PPS communicated its funds flow distribution plan and described how this plan pertains to network partners and their involvement in projects.



Sample of comments for question 6:

- *"It never happened."*

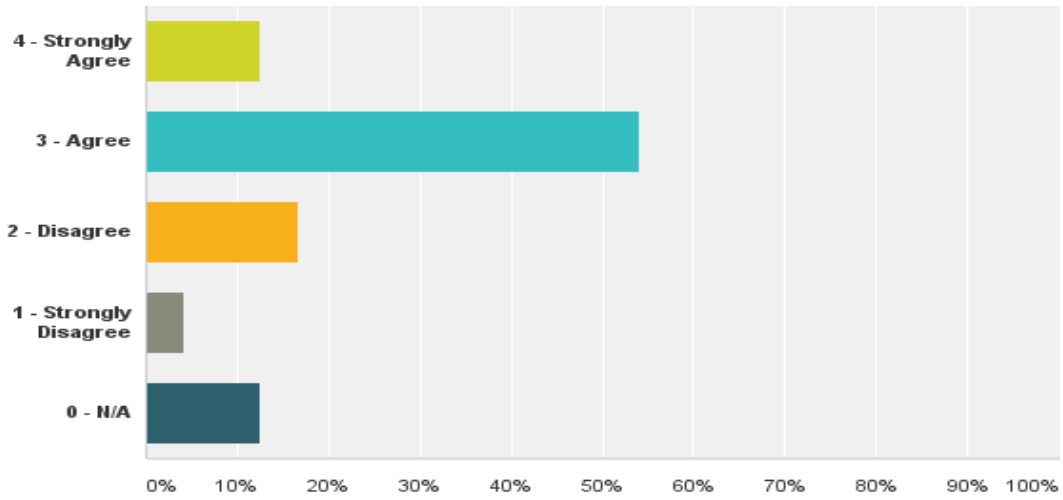
Q7: Performance Management: The PPS communicated its plans to share performance data with you as its network partner.



Sample of comments for question 7:

- *"The PPS is planning to share performance data in the future."*
- *"Performance data has been shared a few times during our Clinical Quality Committee meetings."*

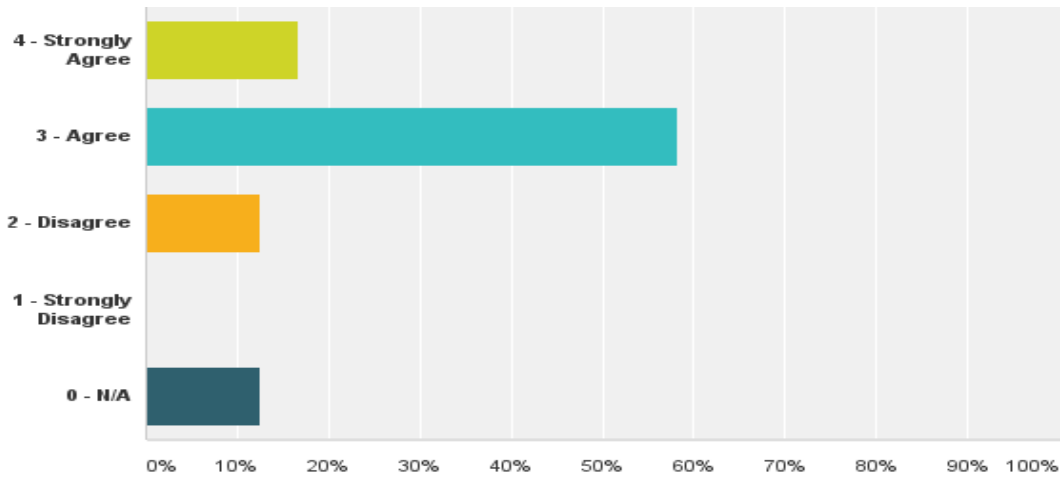
Q8: IT Solutions: The PPS communicated the availability of resources or support for IT solutions to address network partner needs.



Sample of comments for question 8:

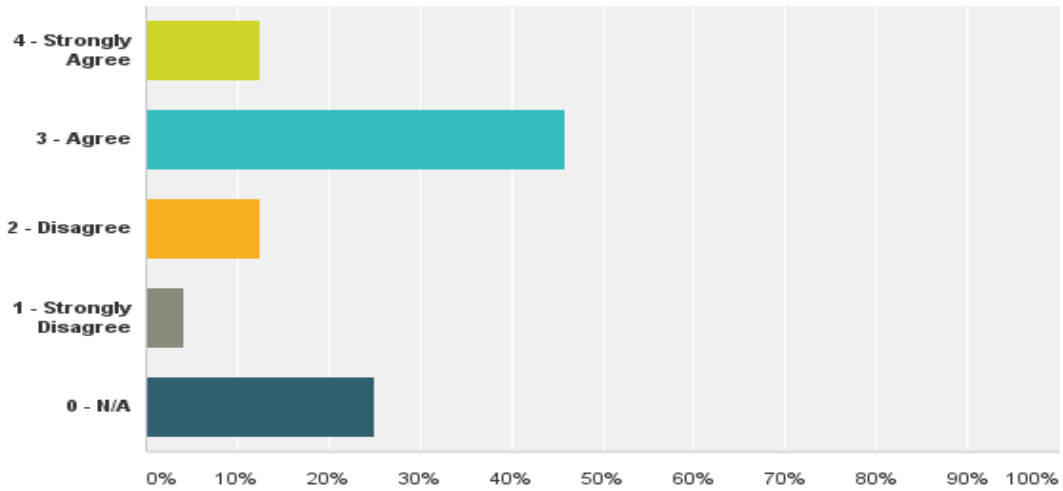
- *“No resources were needed by us as a hospital partner.”*

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



There were no comments for question 9.

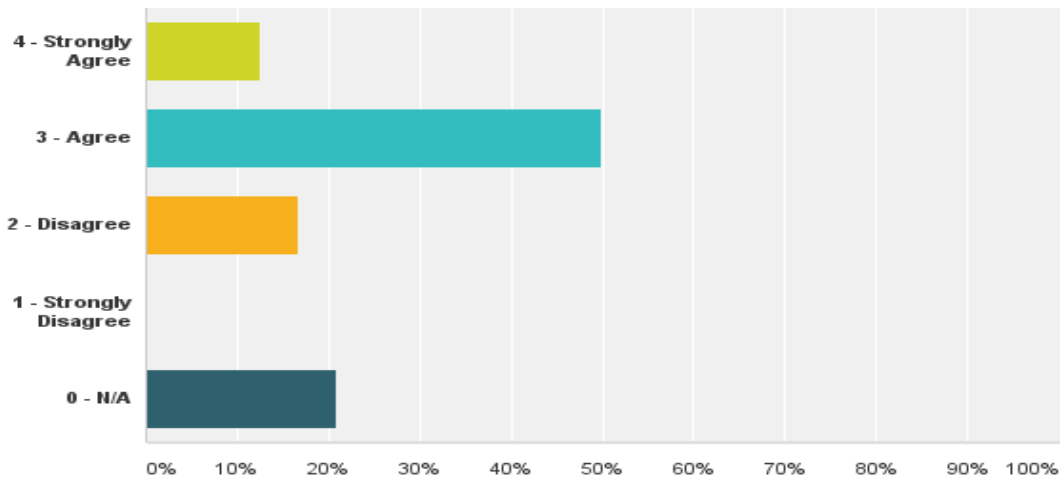
Q10: Contracting and/or Funds Flow: The PPS has been effective in establishing contracts and/or flowing funds to you as a network partner.



Sample of comments for question 10:

- *“Beginning to establish contracts.”*

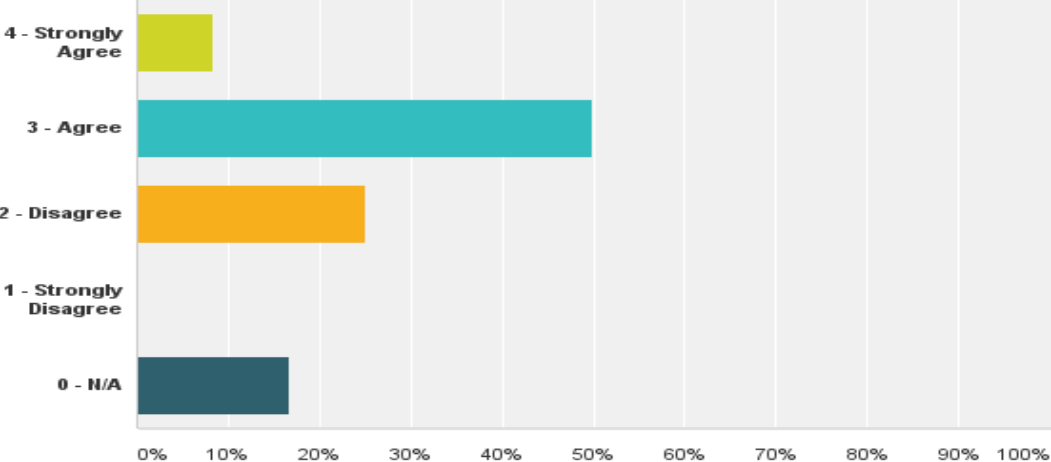
Q11: Performance Management: The PPS has been effective in detailing how it will monitor the performance of its network partners against metrics and facilitating quality improvement efforts.



Sample of comments for question 11:

- *“Never happened.”*
- *“More communication should be disseminated in this respect from a hospital point of view.”*

Q12: IT Solutions: The PPS has been effective in providing solutions or support to ensure DSRIP goals are met.



There were no comments for question 12.