



**Department  
of Health**

# DSRIP Independent Assessor Mid-Point Assessment Report

NYU Lutheran Medical Center PPS

Appendix 360 Survey

November 2016

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Prepared by the DSRIP  
Independent Assessor

## Appendix 360 Survey – NYU Lutheran 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 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

NYU Lutheran Medical Center PPS' sample size to be surveyed was calculated to be 47 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 12 (26%) survey samples were received. Respondents' answers overall were positive with 47% of all respondents' answers were either "Strongly Agree" or "Agree." Below is the breakdown summary of all answers. Not every responder completed every questions.

<u>Survey Answers</u>	<u>Total of all Responders' Answers</u>	<u>Percentage</u>
Strongly Agree	25	19.53%
Agree	35	27.34%
Disagree	20	15.63%
Strongly Disagree	13	10.16%
N/A	35	27.34%
	<u>128</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:

- *"Outreach to partners over the past 6 months has progressively improved."*
- *"There needs to be more clarity and communication regarding this project."*

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	1	1
2 Nursing Home	2	1
3 Clinic	1	0
4 Hospice	2	1
5 Substance Abuse	1	1
6 Pharmacy	2	1
7 Mental Health Practitioner:	2	0
8 Primary Care Provider (PCP)	3	0
9 Non-Primary Care Provider	14	6
10 Case Manager / Health Home	1	0
11 Community Based Organization	4	0
12 All Other	<u>14</u>	<u>1</u>
	<u>47</u>	<u>12</u>

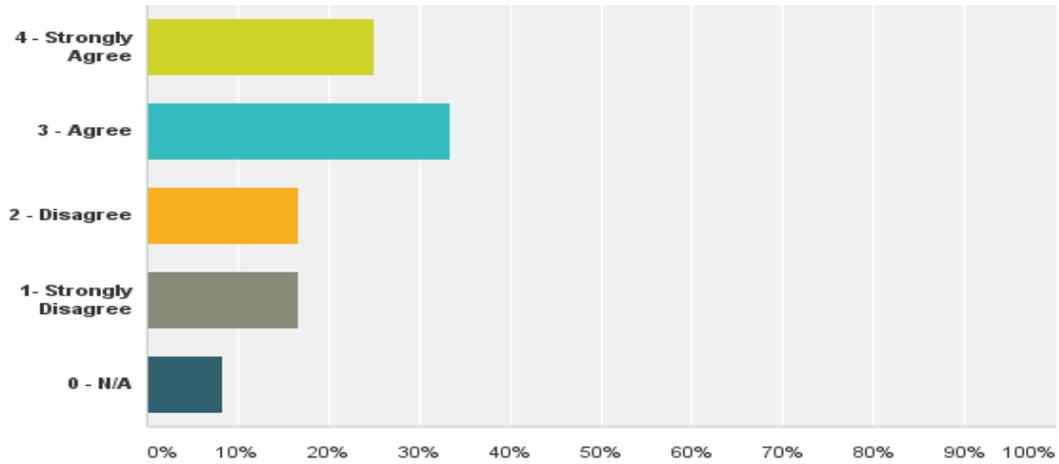
#### Sampling Methodology

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.

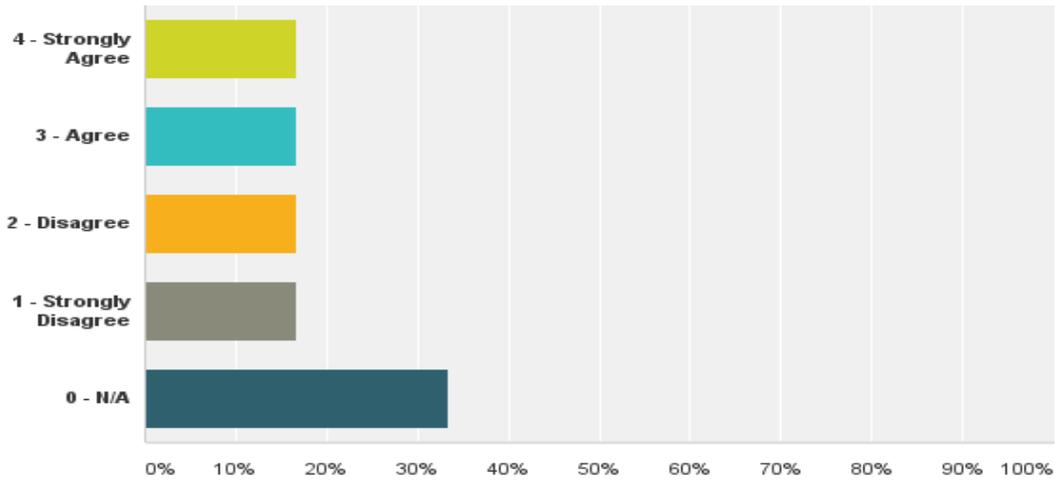
**Q1: Governance: The PPS engaged you in its governing board, committees and/or solicited input from you as a network partner.**



Sample of comments for question 1:

- *"We participated in the community needs assessment planning group."*
- *"I have been a member of the finance committee of the PPS."*
- *"We do not have representation on the governing board or committees. In addition, we have had very limited contact with this PPS."*

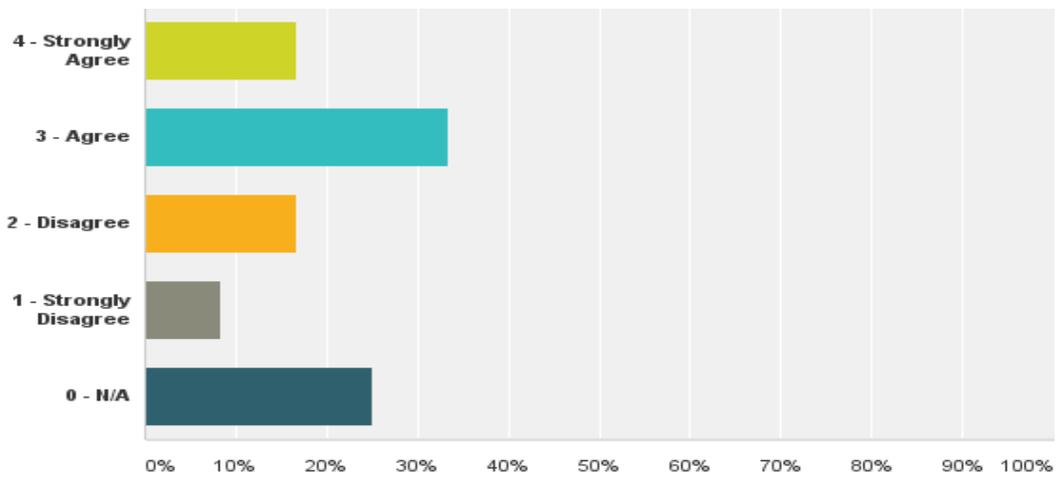
**Q2: Contracting and/or Funds Flow: The PPS engaged you in the development of your contract and/or the funds flow/budgeting process.**



Sample of comments for question 2:

- *“Although an initial agreement was signed, we were not engaged further and no funds were ever distributed.”*

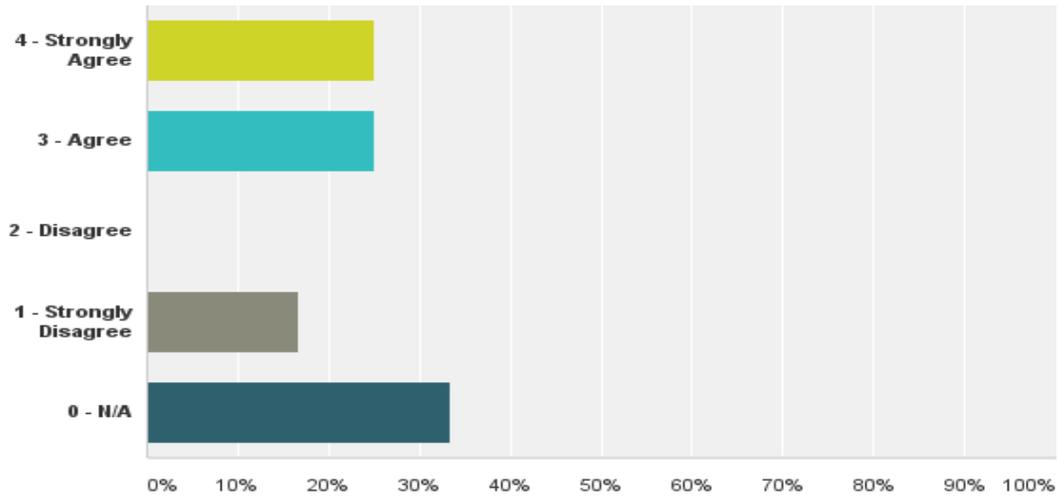
**Q3: Performance Management: The PPS engaged you in project implementation efforts (planning and execution) for the projects in which you participate as a network partner.**



Sample of comments for question 3:

- *“The PPS has been keeping us posted.”*
- *“The PPS has not engaged us in project implementation efforts.”*

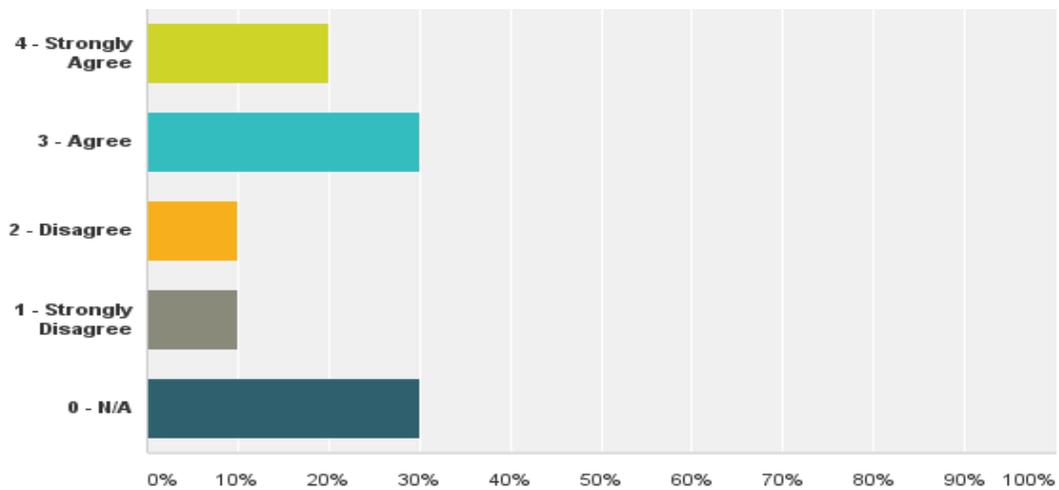
**Q4: IT Solutions: The PPS has sought to understand your organization’s IT capabilities and your IT needs to support the DSRIP effort.**



Sample of comments for question 4:

- *“We have taken part in the PPS’ IT survey.”*
- *“Early on, we completed a survey that attempted to understand our IT capabilities. However, there has not been any follow-up.”*

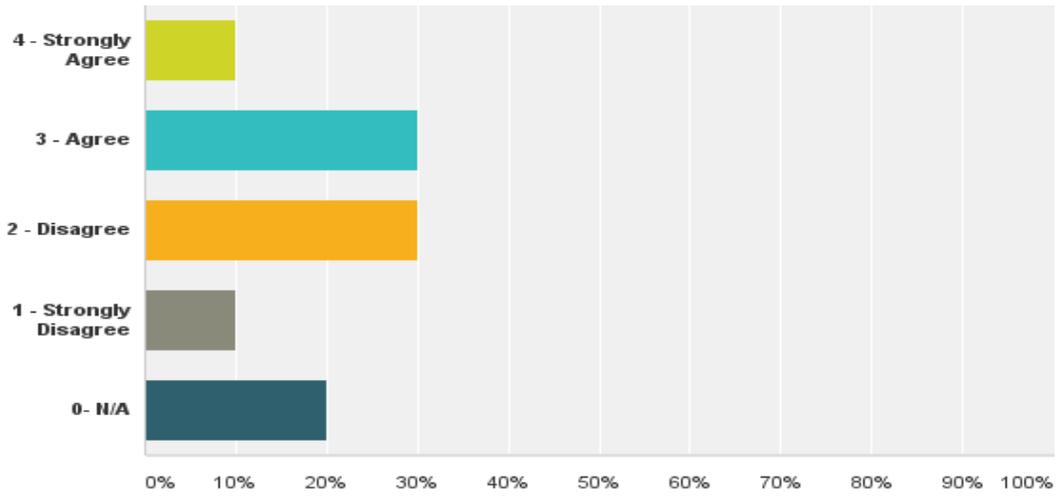
**Q5: Governance: The PPS communicated its governance activities and/or changes to the governance plan to you as a network partner.**



Sample of comments for question 5:

- *“We only attended early webinars and have not been fully informed.”*

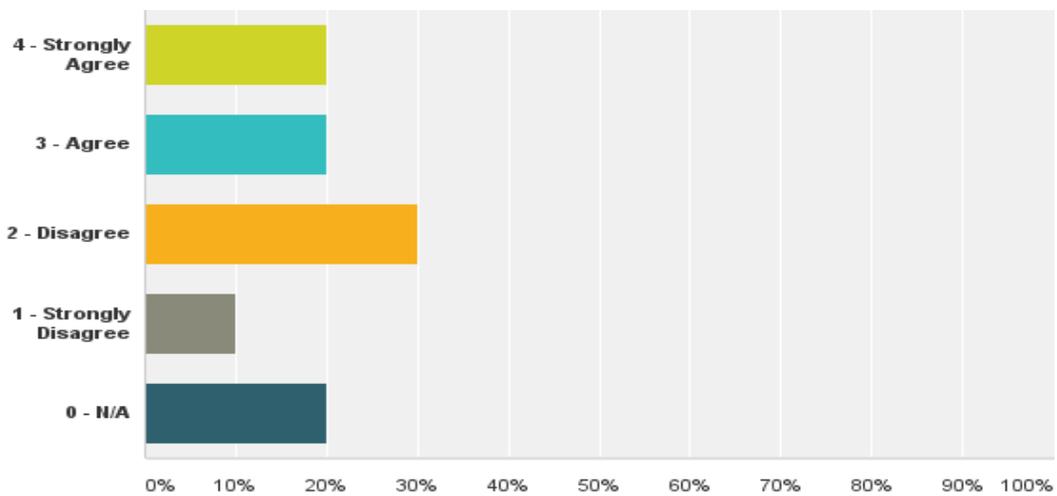
**Q6: Contracting and/or Funds Flow: The PPS communicated its funds flow distribution plan and described how this plan pertains to network partners and their involvement in projects.**



Sample of comments for question 6:

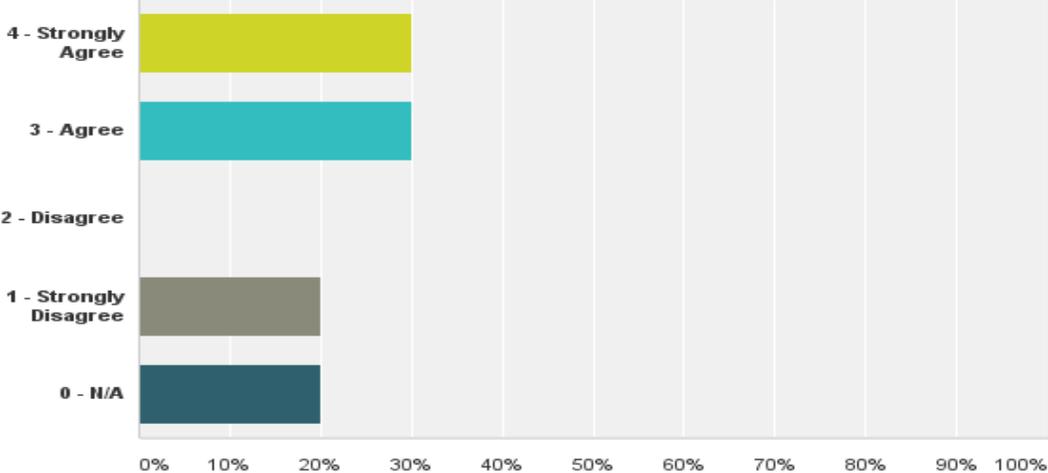
- *“Once the initial agreement was signed, we have had limited contact with the PPS.”*

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



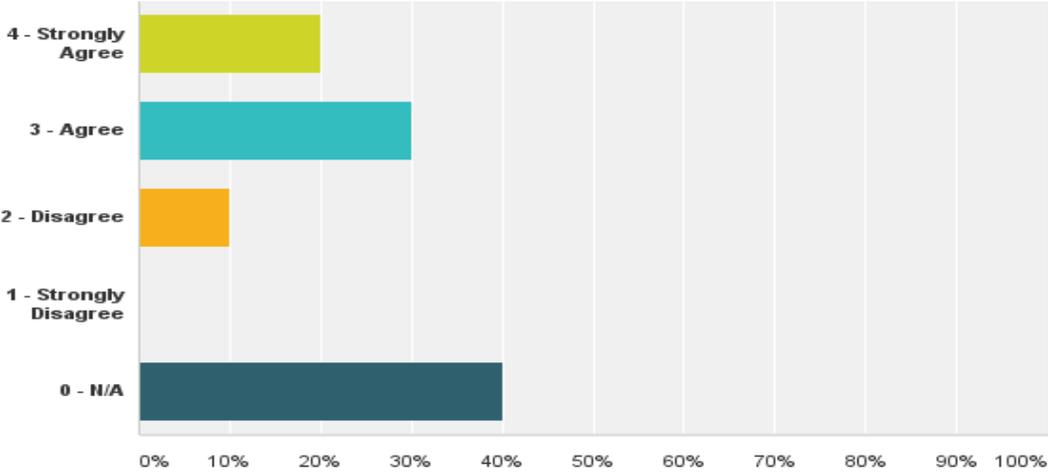
*There were no comments for question 7.*

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



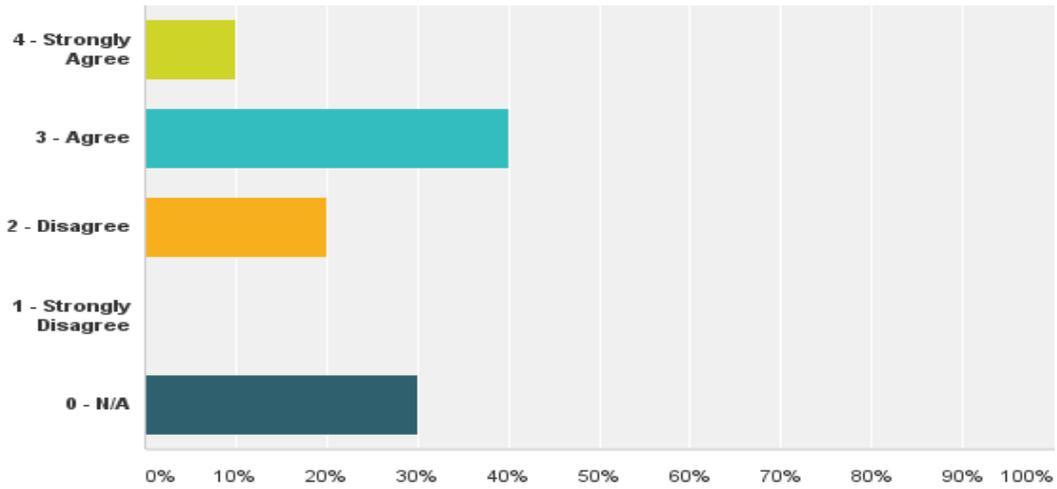
*There were no comments for question 8.*

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



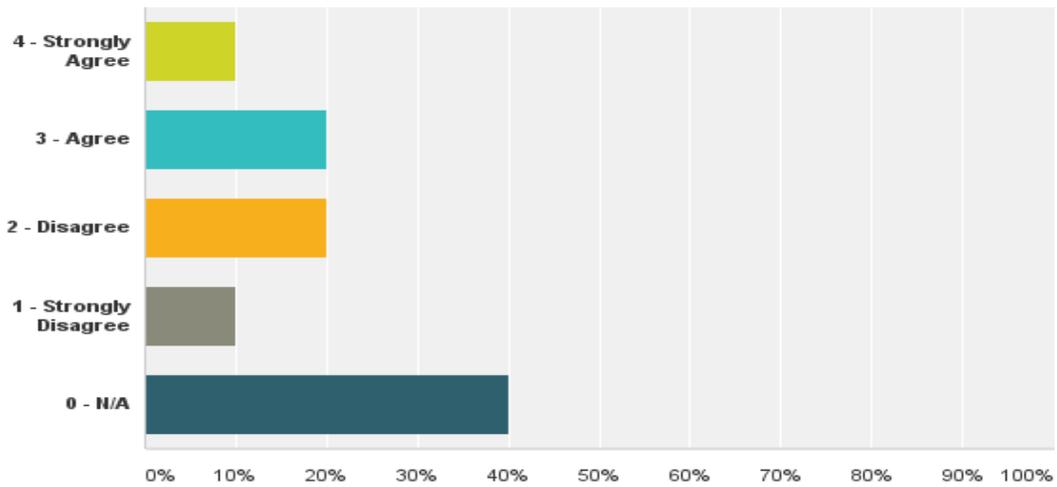
*There were no comments for question 9.*

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



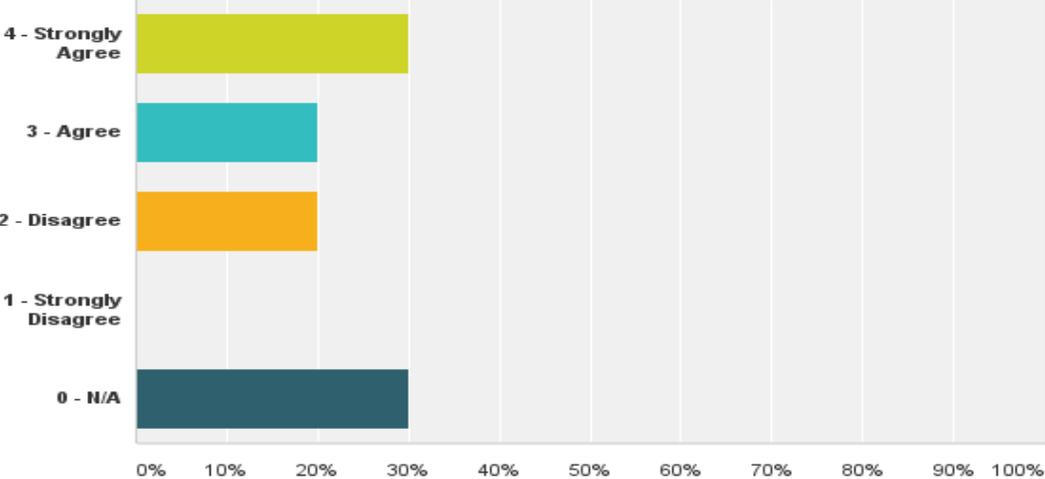
*There were no comments for question 10.*

**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.**



*There were no comments for question 12.*