



**Department
of Health**

DSRIP Independent Assessor Mid-Point Assessment Report

Refuah Community Health Collaborative PPS

Appendix 360 Survey

November 2016

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Prepared by the DSRIP
Independent Assessor

Appendix 360 Survey – Refuah Community Health Collaborative 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

Refuah Community Health Collaborative PPS' sample size to be surveyed was calculated to be 25 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 13 (52%) survey samples were received. Respondents' answers overall were positive with 77% 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	45	29.61%
Agree	72	47.37%
Disagree	26	17.11%
Strongly Disagree	1	0.66%
N/A	8	5.26%
	<u>152</u>	<u>100.01%</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:

- *"We are very pleased to be a participant."*
- *"IT issues remain in the dark. Is there a recommended IT or Population Health Management platform?"*

- *“We are involved in 3 PPS, and overall Refuah Health Center has been the most forthcoming and interested in the services we provide and assisted us in advancing our goals.”*

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	3	1
4 Hospice	2	1
5 Substance Abuse	2	1
6 Pharmacy	2	0
7 Mental Health Practitioner:	1	0
8 Primary Care Provider (PCP)	0	0
9 Non-Primary Care Provider	6	4
10 Case Manager / Health Home	1	0
11 Community Based Organization	1	1
12 All Other	4	3
	<u>25</u>	<u>13</u>

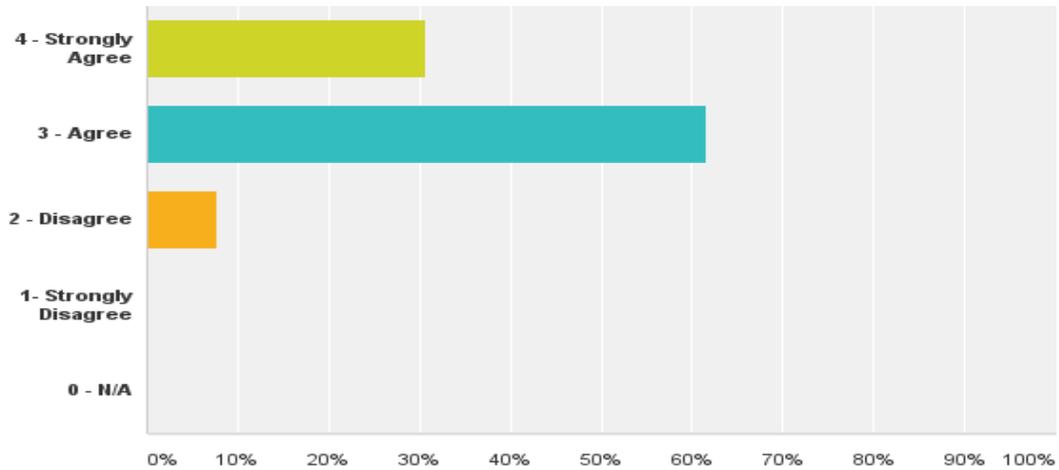
Sampling Methodology

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.

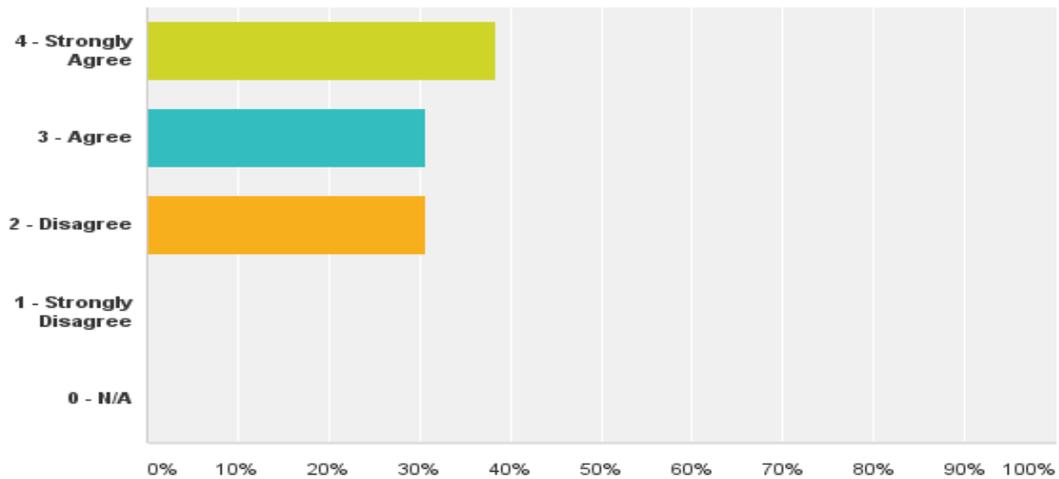
Below are each of the 12 questions included in the survey, with corresponding charts showing the variety of responses from partners. Included for each question are comments from partners related to their response to that particular question.

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



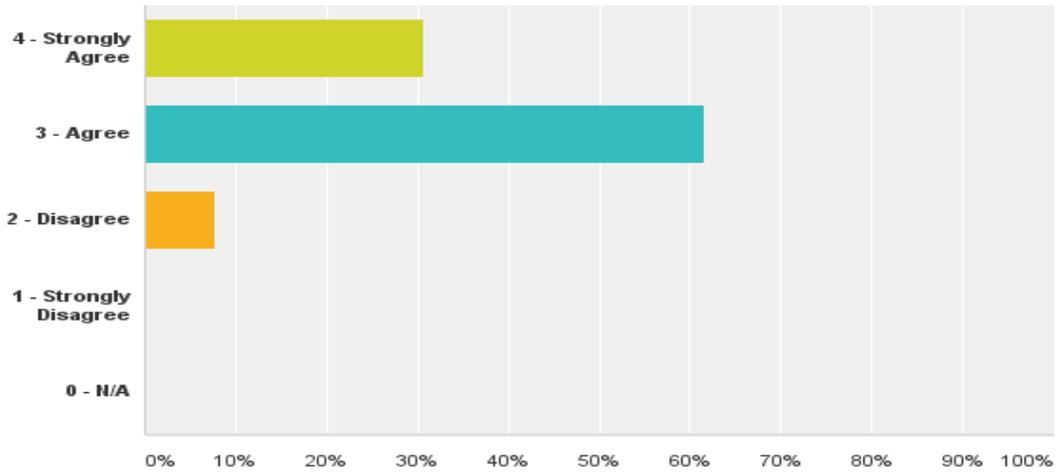
There were no comments for question 1.

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



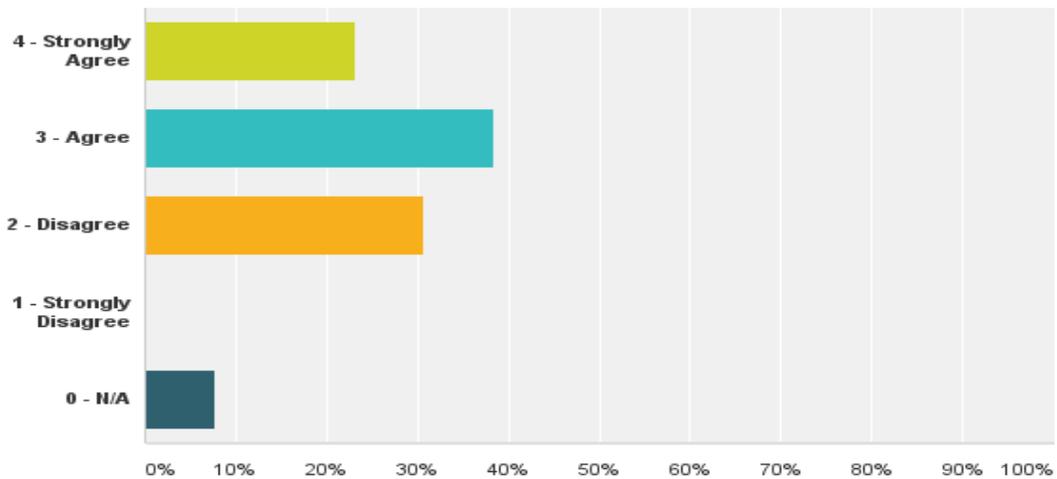
There were no comments for question 2.

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.



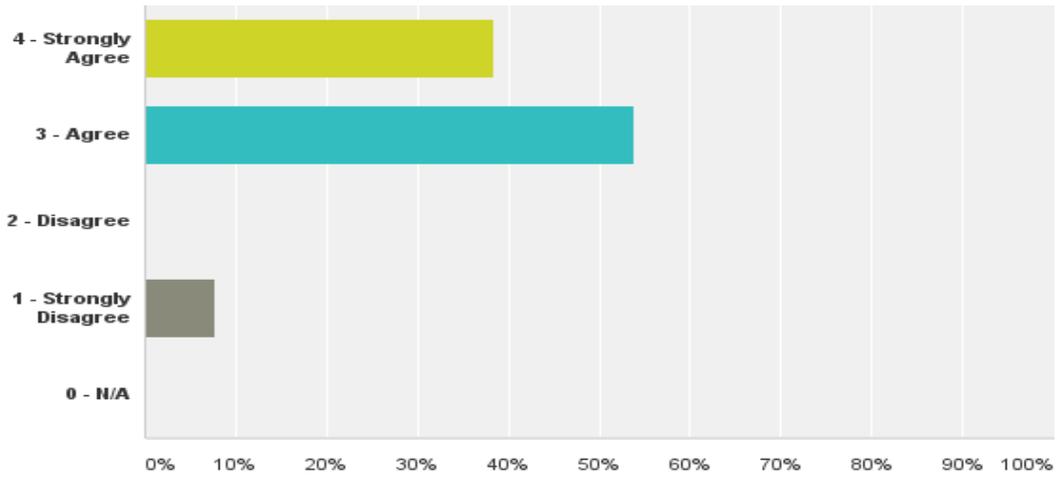
There were no comments for question 3.

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



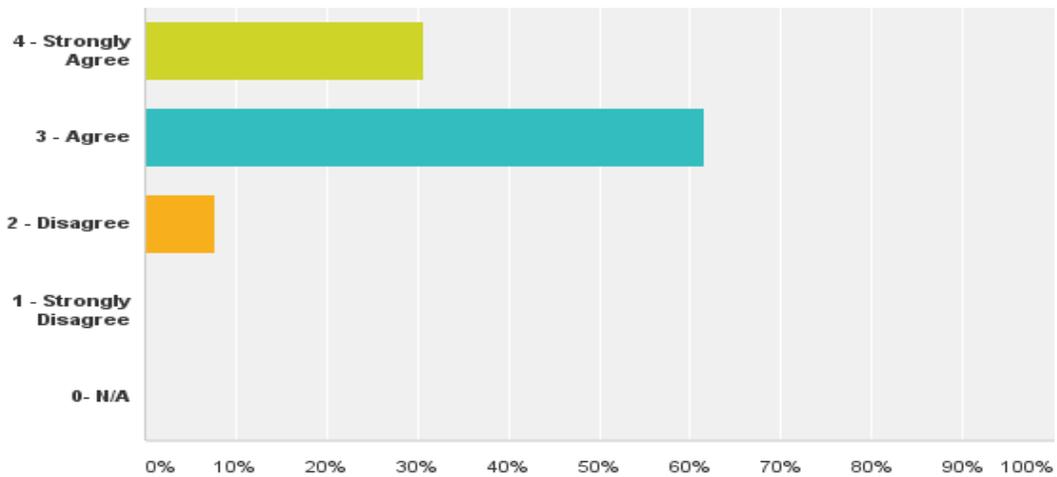
There were no comments for question 4.

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



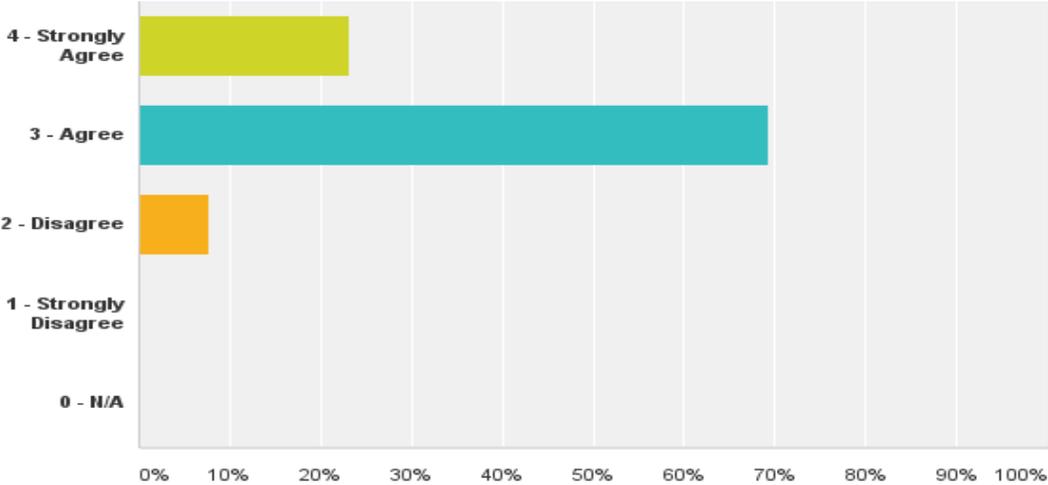
There were no comments for question 5.

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.



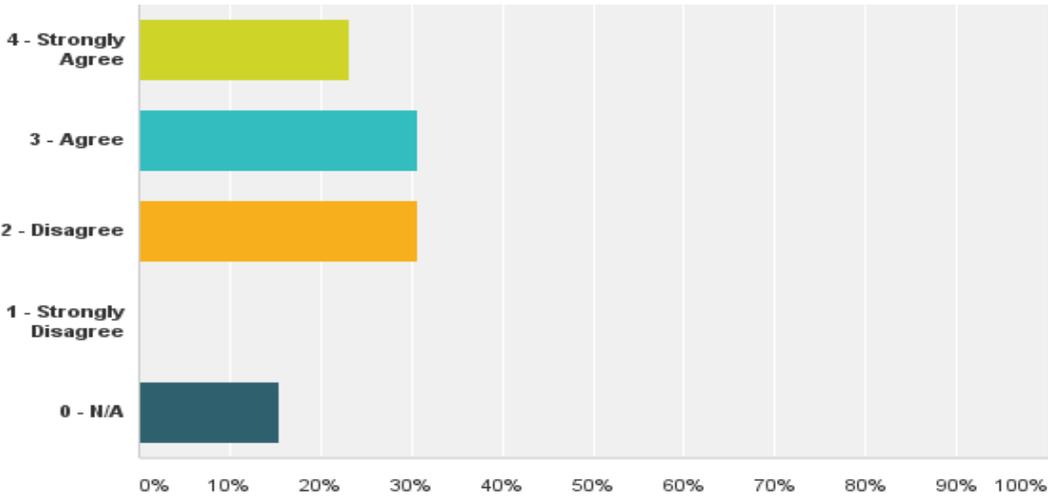
There were no Comments for question 6.

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



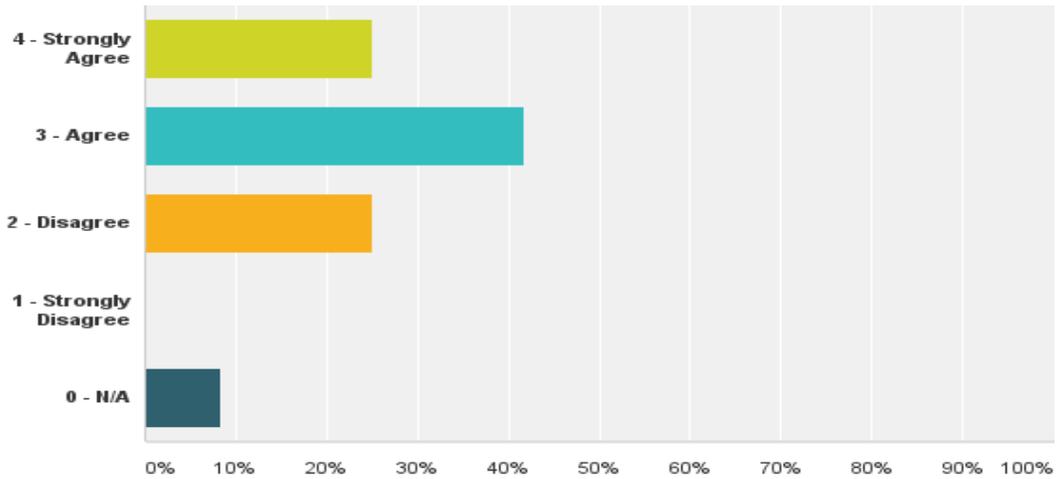
There were no comments for question 7.

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.

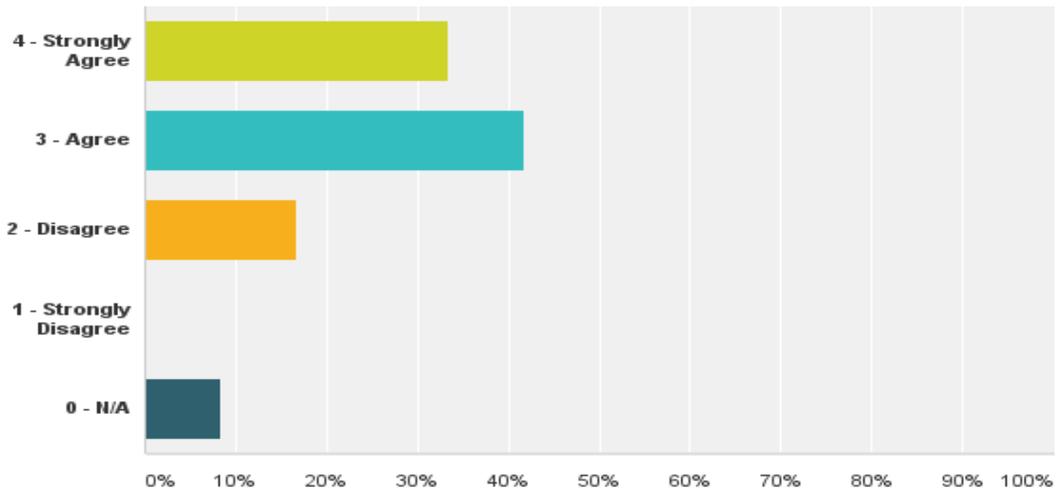
Q9: Governance: The PPS governance structure is effective in facilitating your progress towards meeting the DSRIP goals.



Sample of comments for question 9:

- *“To date, Agencies that provide services to individuals with intellectual and developmental disabilities have been on the outside looking in on most DSRIP activities.”*

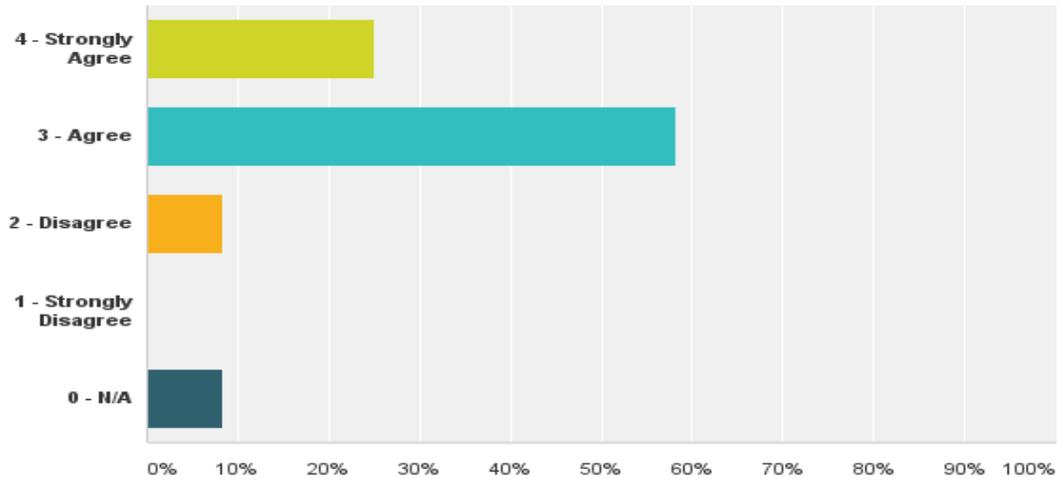
Q10: Contracting and/or Funds Flow: The PPS has been effective in establishing contracts and/or flowing funds to you as a network partner.



Sample of comments for question 10:

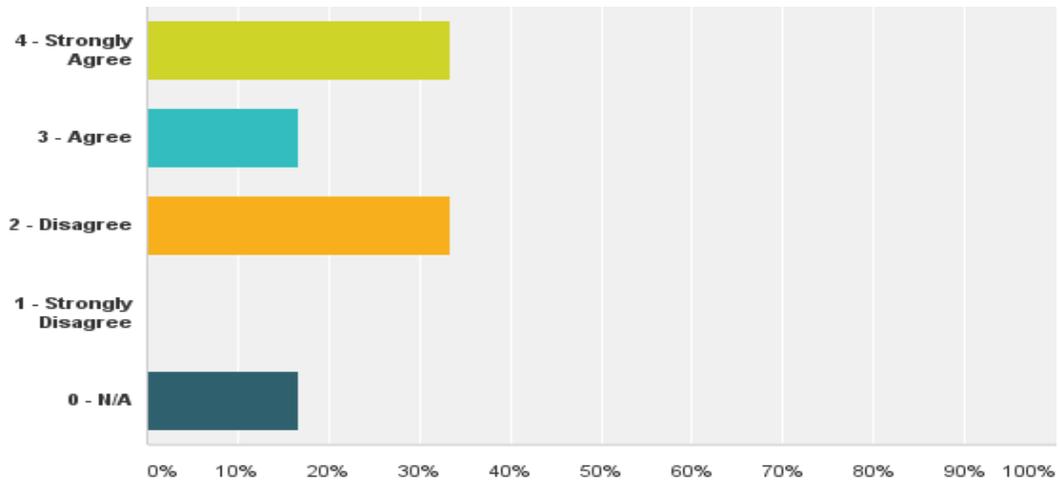
- *“However, the funds flow does not reflect the work being done by the network partners. Much of the funds are staying with the PPS Hospital.”*

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 1:

- *“We have not needed assistance with IT yet, though, at first, there was talk of a shared population health platform or recommendation, but there is little information about that now.”*