



**Department
of Health**

DSRIP Independent Assessor Mid-Point Assessment Report

North Country Initiative PPS

Appendix 360 Survey

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Prepared by the DSRIP
Independent Assessor

Appendix 360 Survey – North Country Initiative PPS (Samaritan Medical Center)

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

North Country Initiative PPS sample size to be surveyed was calculated to be 43 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 (56%) survey samples were received. Respondents' answers overall were positive with 75% 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	90	31.25%
Agree	127	44.10%
Disagree	36	12.50%
Strongly Disagree	10	3.47%
N/A	25	8.68%
	<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:

- *"Performance measurements and metrics have not been completely clear."*

- *“The biggest difficulty faced is the ever changing direction or unknown direction from the State regarding certain steps in the process.”*
- *“Many efforts are hampered by changing timetables.”*
- *“I feel this PPS is doing a great job in coordinating and communicating information and engaging all partners in accomplishing the objectives developed.”*
- *“Very happy with the whole process. Making it simple to meet deliverables and improve care.”*
- *“I think the PPS has been very open to questions and has been efficient in getting information to me.”*

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	1	1
3 Clinic	2	0
4 Hospice	2	2
5 Substance Abuse	2	2
6 Pharmacy	2	0
7 Mental Health Practitioner:	2	2
8 Primary Care Provider (PCP)	5	3
9 Non-Primary Care Provider	8	1
10 Case Manager / Health Home	2	1
11 Community Based Organization	3	1
12 All Other	<u>12</u>	<u>9</u>
	<u>43</u>	<u>24</u>

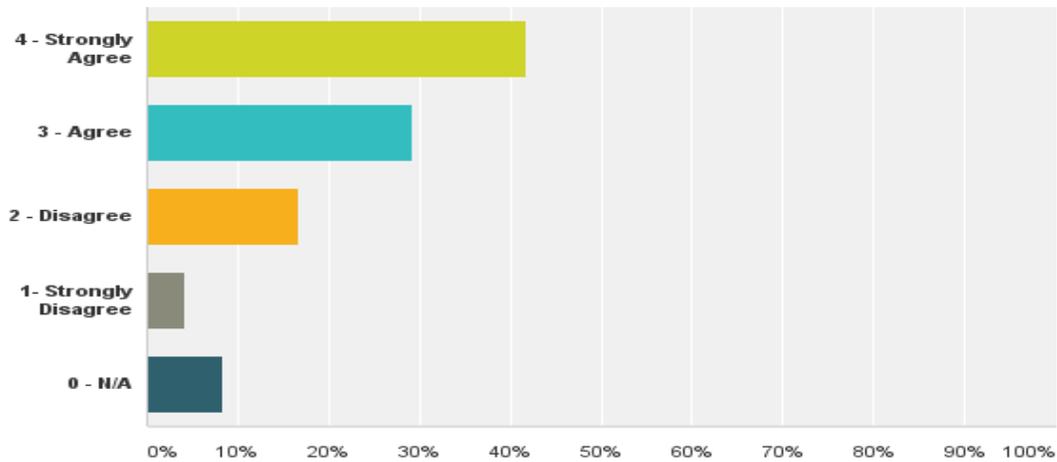
Sampling Methodology

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.

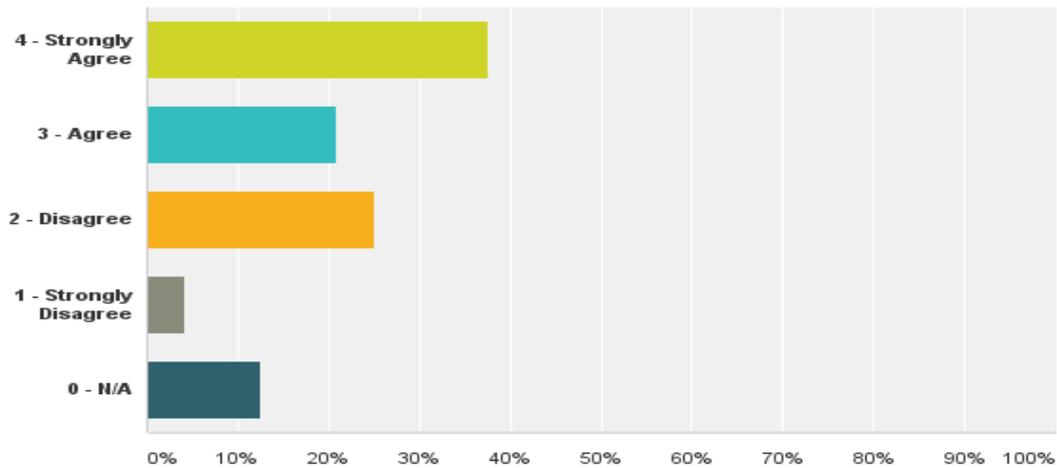
Q1: Governance: The PPS engaged you in its governing board, committees and/or solicited input from you as a network partner.



Sample of comments for question 1:

- *“The PPS has very much engaged me. The board of managers is physician led and I am a member but also the chairman.”*
- *“All input is welcome from partners and physician participation and engagement is encouraged.”*
- *“Very involved with participation in the advisory board, finance committee and value based payment committee.”*

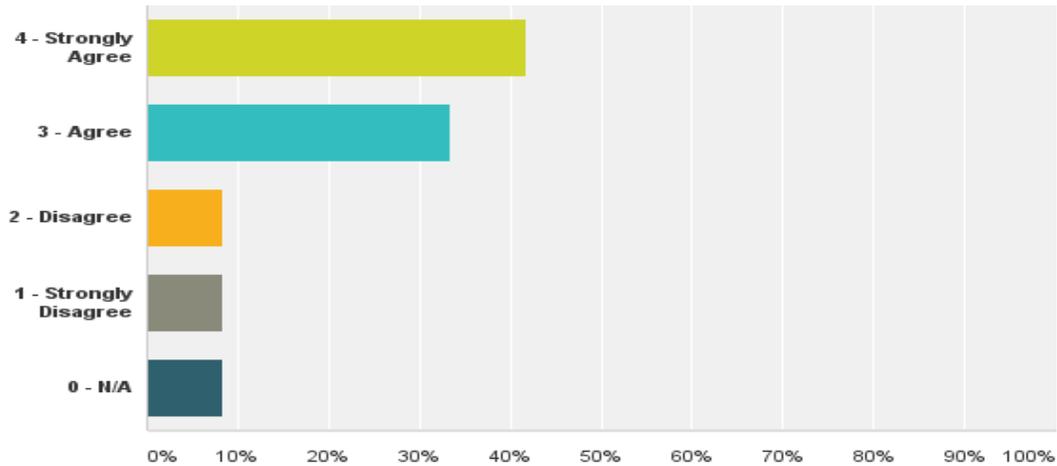
Q2: Contracting and/or Funds Flow: The PPS engaged you in the development of your contract and/or the funds flow/budgeting process.



Sample of comments for question 2:

- *"The Funds Flow plan was under development when needed for the DSRIP Capital grant application and not distributed until requested."*
- *"I am very much involved in contracting and funds flow as are many of our numerous physician leaders."*
- *"Open communication as funds are granted for various projects."*
- *"Open dialogue and discussion has taken place in this area."*

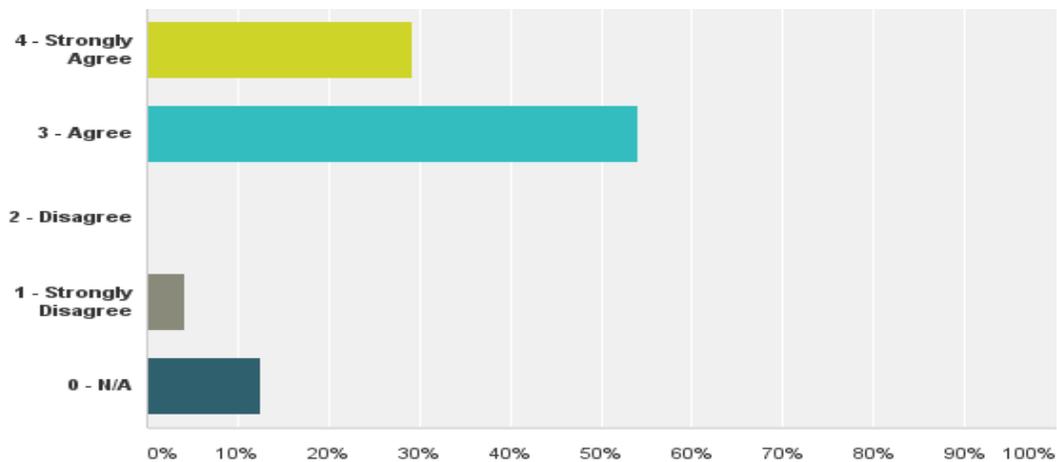
Q3: Performance Management: The PPS engaged you in project implementation efforts (planning and execution) for the projects in which you participate as a network partner.



Sample of comments for question 3:

- *“Not only am I engaged, but crucial to the success of the PPS, is their successful engagement of my other 9 providers, office manager and nursing staff.”*
- *“They provide excellent support for all of the initiatives and really facilitate meeting all of the deliverables.”*
- *“Open dialogue and discussion has taken place regarding our role and how we can support the project overall.”*

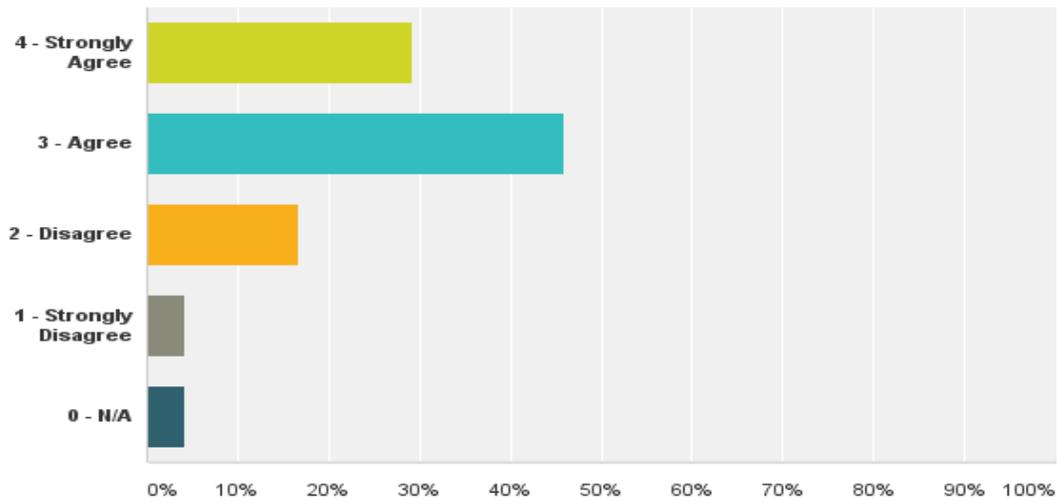
Q4: IT Solutions: The PPS has sought to understand your organization’s IT capabilities and your IT needs to support the DSRIP effort.



Sample of comments for question 4:

- *“Yes, largely through my own IT personnel.”*
- *“We have had some discussion and interaction in this area but are still engaged in further discussion.”*

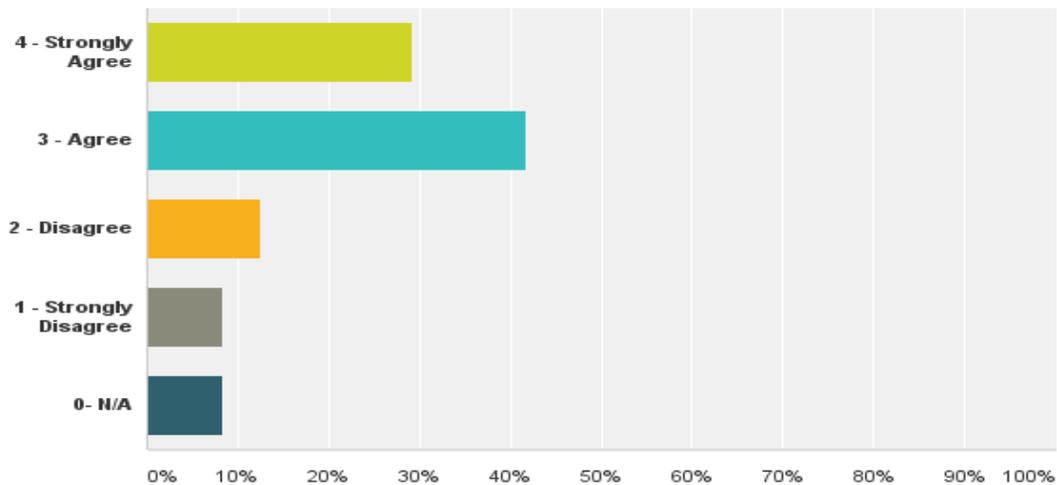
Q5: Governance: The PPS communicated its governance activities and/or changes to the governance plan to you as a network partner.



Sample of comments for question 5:

- *“Very open about governance and any changes. As a member of the advisory board I have had first hand involvement.”*

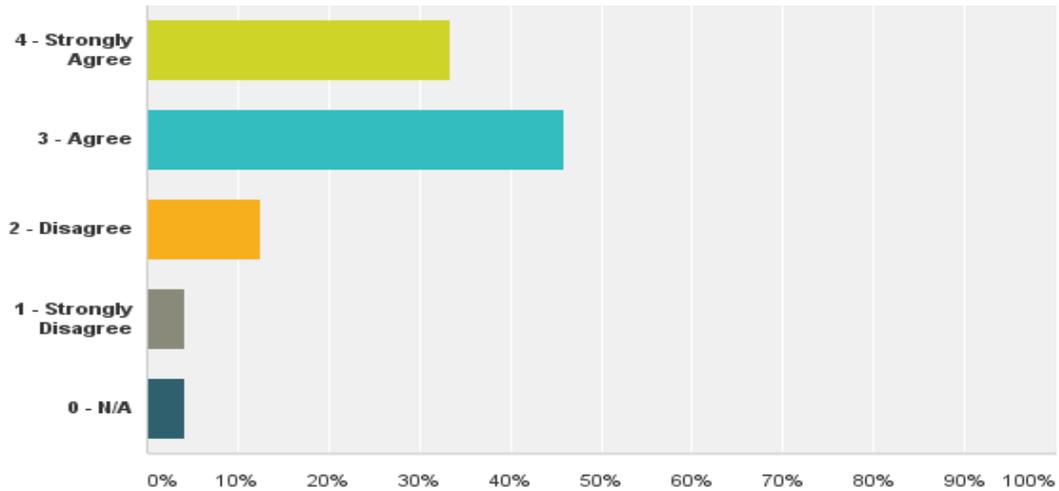
Q6: Contracting and/or Funds Flow: The PPS communicated its funds flow distribution plan and described how this plan pertains to network partners and their involvement in projects.



Sample of comments for question 6:

- *“Received, however this was not distributed timely.”*
- *“The board of managers is physician led and widely represented by primary care offices, both independent and hospital based, who are charged with communicating funds flow issues on to partners.”*
- *“Open communication for planning.”*

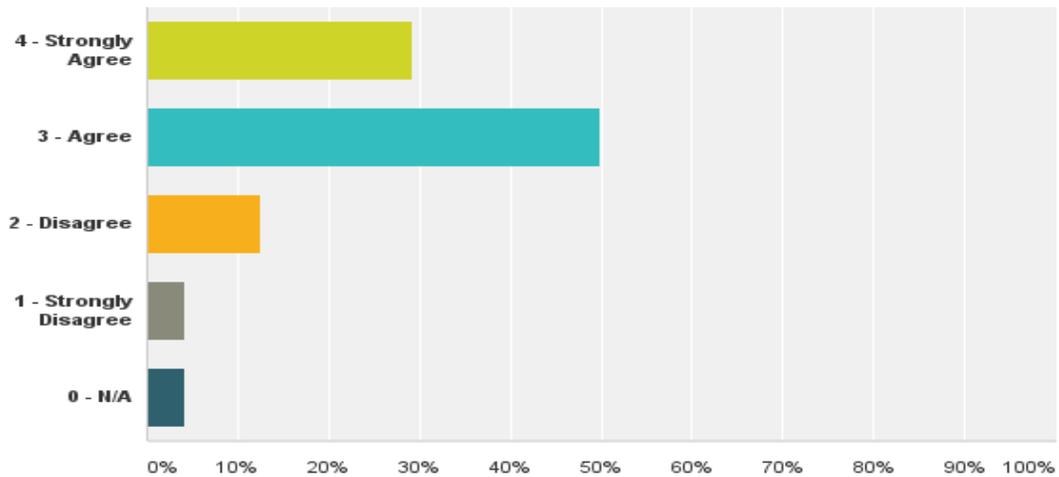
Q7: Performance Management: The PPS communicated it's plans to share performance data with you as its network partner.



Sample of comments for question 7:

- *"Performance data measurements could be a little better communicated."*
- *"Very open process."*

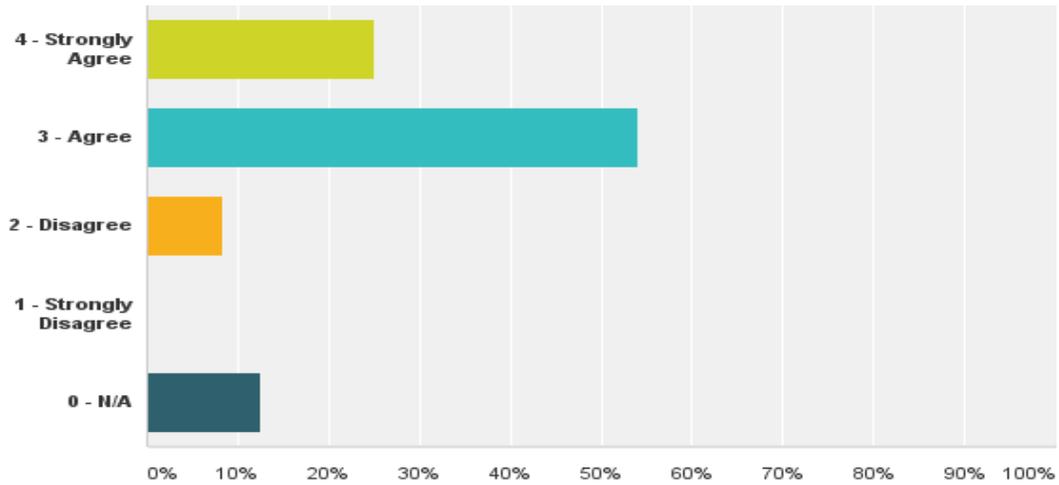
Q8: IT Solutions: The PPS communicated the availability of resources or support for IT solutions to address network partner needs.



Sample of comments for question 8:

- *"IT staff from the PPS are in the office weekly."*
- *"Actively sought out partners in need of IT assistance to facilitate programs."*
- *"Some discussion has taken place but communications are ongoing."*

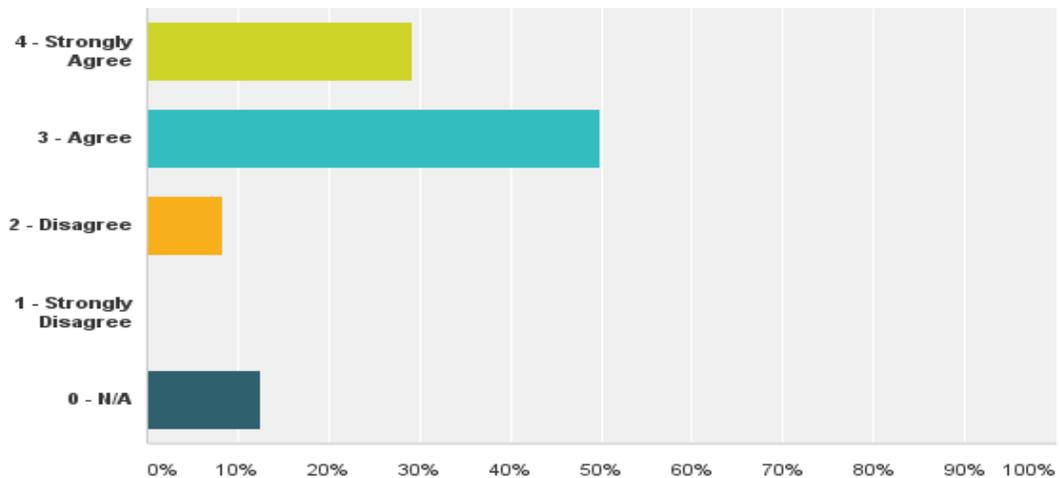
Q9: Governance: The PPS governance structure is effective in facilitating your progress towards meeting the DSRIP goals.



Sample of comments for question 9:

- *“Yes, we have routine updates concerning IT, compliance, sustainability, disease management and care transitions. We also have at least monthly updates on the DSRIP deliverables.”*
- *“Committees break down the tasks and make it relatively easy for partners to implement solutions.”*

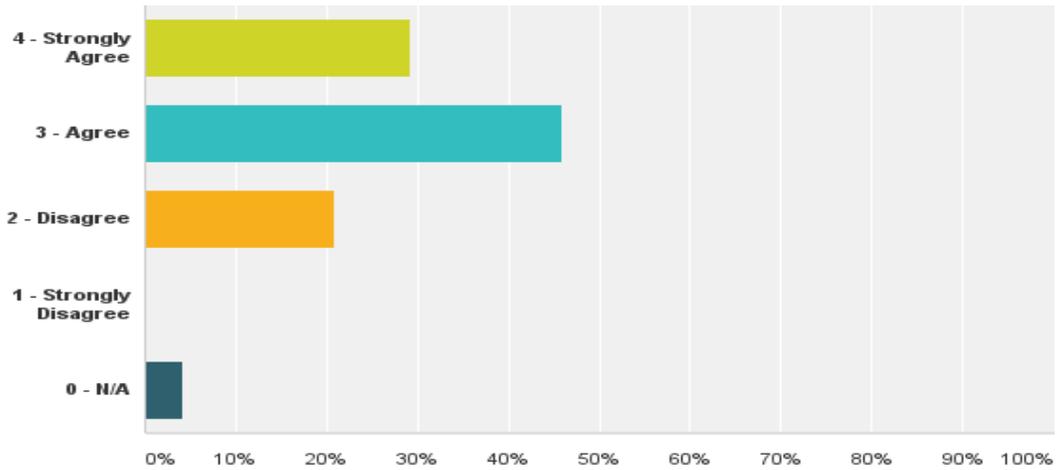
Q10: Contracting and/or Funds Flow: The PPS has been effective in establishing contracts and/or flowing funds to you as a network partner.



Sample of comments for question 10:

- *“Yes, we have received funds.”*
- *“We have been involved in dialogue about the process for contract requirements as well as payment.”*

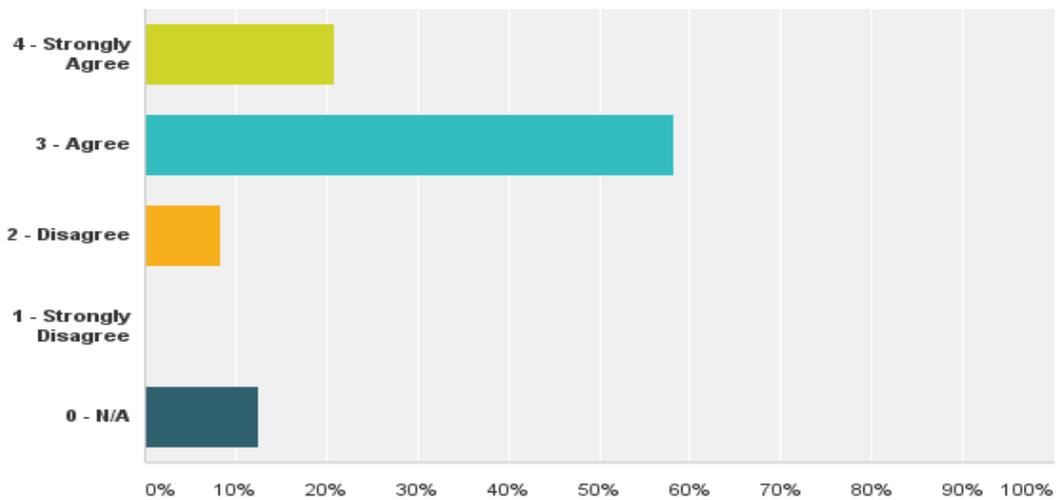
Q11: Performance Management: The PPS has been effective in detailing how it will monitor the performance of its network partners against metrics and facilitating quality improvement efforts.



Sample of comments for question 11:

- *“Performance metrics communication could be improved.”*
- *“Very much so, largely through the efforts of the medical management committee.”*

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.