



**Department
of Health**

DSRIP Independent Assessor Mid-Point Assessment Report

Staten Island PPS

Appendix 360 Survey

November 2016

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Prepared by the DSRIP
Independent Assessor

Appendix 360 Survey – Staten Island 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

Staten Island PPS sample size to be surveyed was calculated to be 27 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 18 (67%) survey samples were received. Respondents' answers overall were positive with 94% 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	111	51.39%
Agree	91	42.13%
Disagree	11	5.09%
Strongly Disagree	0	0.00%
N/A	3	1.39%
	<u>216</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:

- *"It has been great working with the SI PPS! They have done an excellent job seeking input from groups in their network, and involving us in the development of the work."*

- *“Great working relationship.”*
- *“Staten Island PPS has been accessible and transparent in all its financial and programmatic processes.”*
- *“The Staten Island PPS has been the most transparent PPS we are partnered with. They provide an atmosphere that supports collaboration between partners and foster participation in their projects.”*
- *“Staten Island PPS leadership works collaboratively with ALL the members & values their input. They are very accessible at all levels and the project team leaders are very helpful & responsive. Their management style is very approachable & empowering. I've been to Bronx, Queens & Brooklyn DSRIP meetings at the preparation stage with Consultants at the helm, the SIPPS is the friendliest & welcoming to all members, no matter how small.”*
- *“The Staten Island PPS is doing a great job of including community based agencies in the planning, financial and implementation process of the DSRIP.”*

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	3	3
2 Nursing Home	3	3
3 Clinic	1	1
4 Hospice	1	1
5 Substance Abuse	4	3
6 Pharmacy	0	0
7 Mental Health Practitioner:	0	0
8 Primary Care Provider (PCP)	1	1
9 Non-Primary Care Provider	0	0
10 Case Manager / Health Home	4	1
11 Community Based Organization	3	2
12 All Other (includes 2 CBOs)	7	3
	<u>27</u>	<u>18</u>

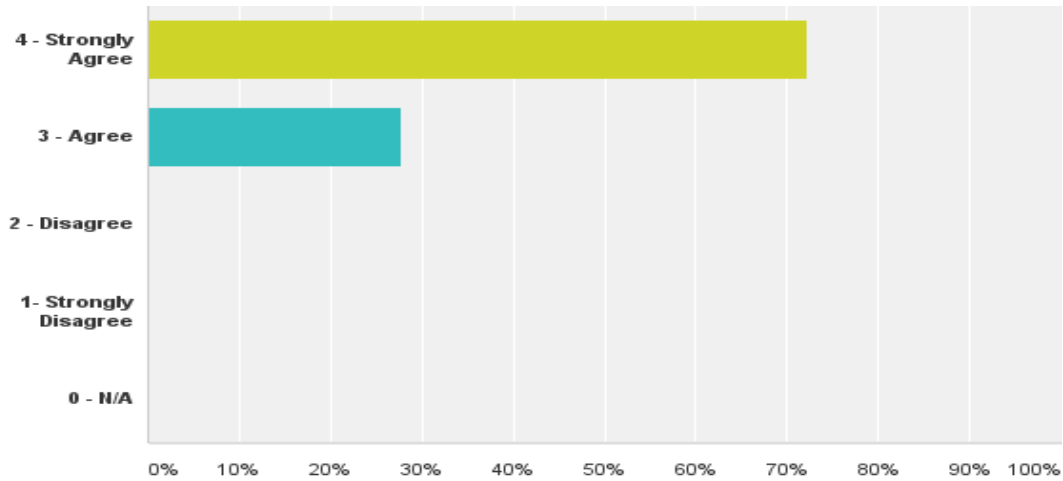
Sampling Methodology

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.

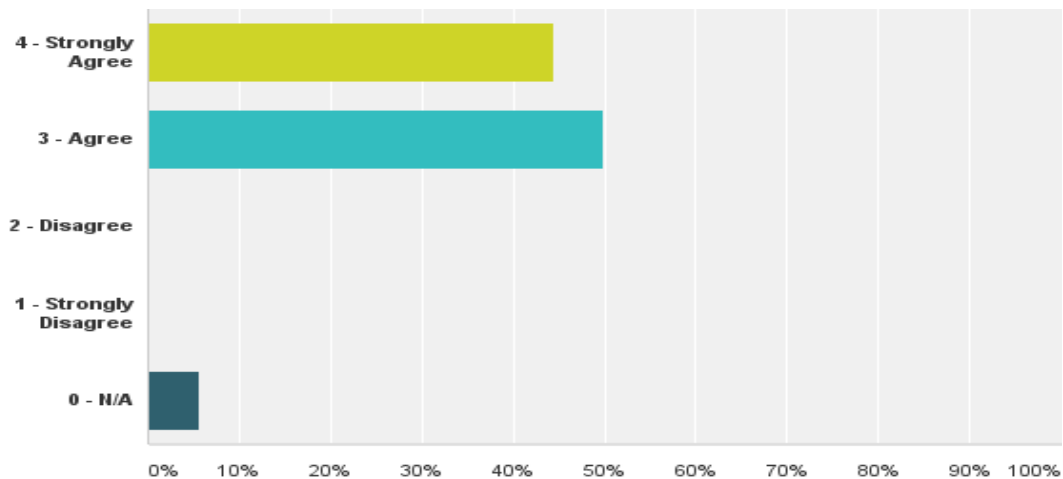
Q1: Governance: The PPS engaged you in its governing board, committees and/or solicited input from you as a network partner.



Sample of comments for question 1:

- *“We would like to be more involved in the governing board, and not just some of the CBO workgroups to help shape the work of the PPS overall.”*

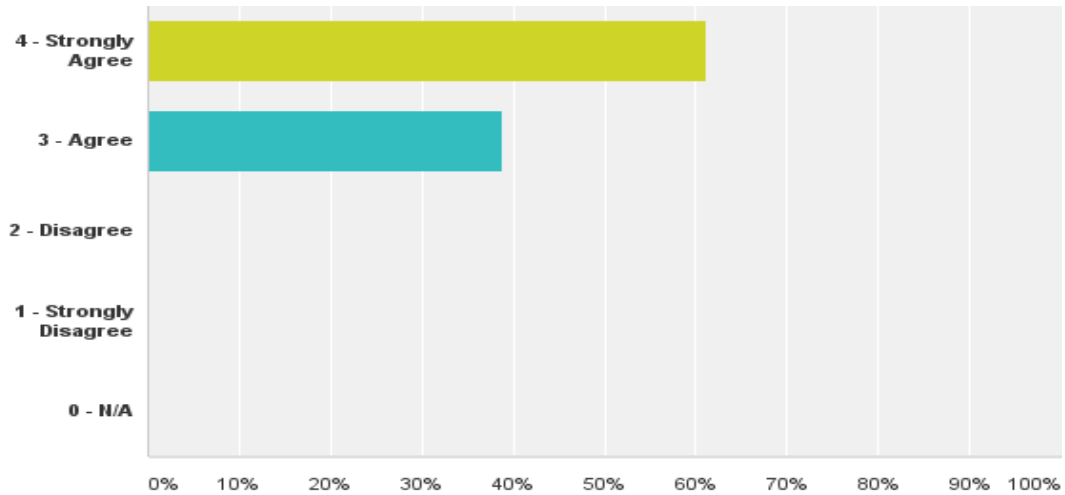
Q2: Contracting and/or Funds Flow: The PPS engaged you in the development of your contract and/or the funds flow/budgeting process.



Sample of comments for question 2:

- *“They engaged us, however once we started the work and learned more about what it entails we realized that the funding we get does not fully cover the costs.”*

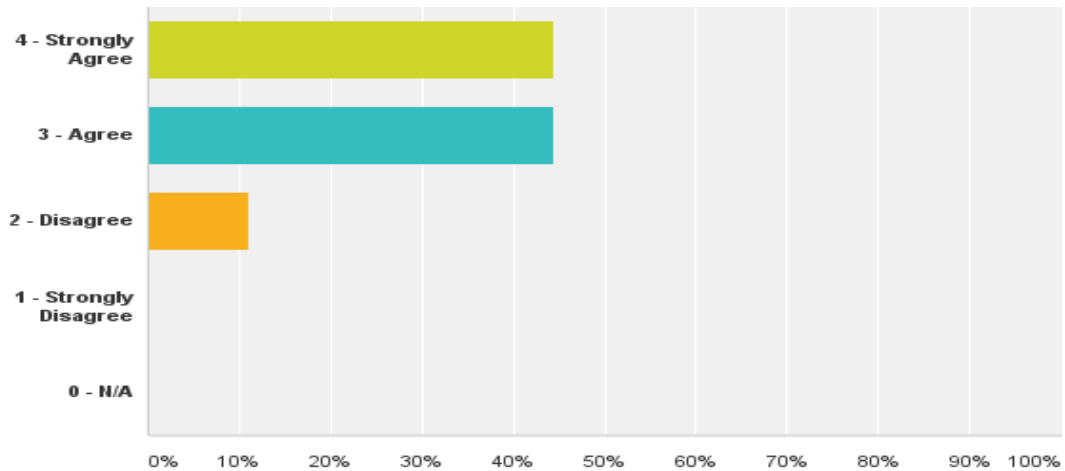
Q3: Performance Management: The PPS engaged you in project implementation efforts (planning and execution) for the projects in which you participate as a network partner.



Sample of comments for question 3:

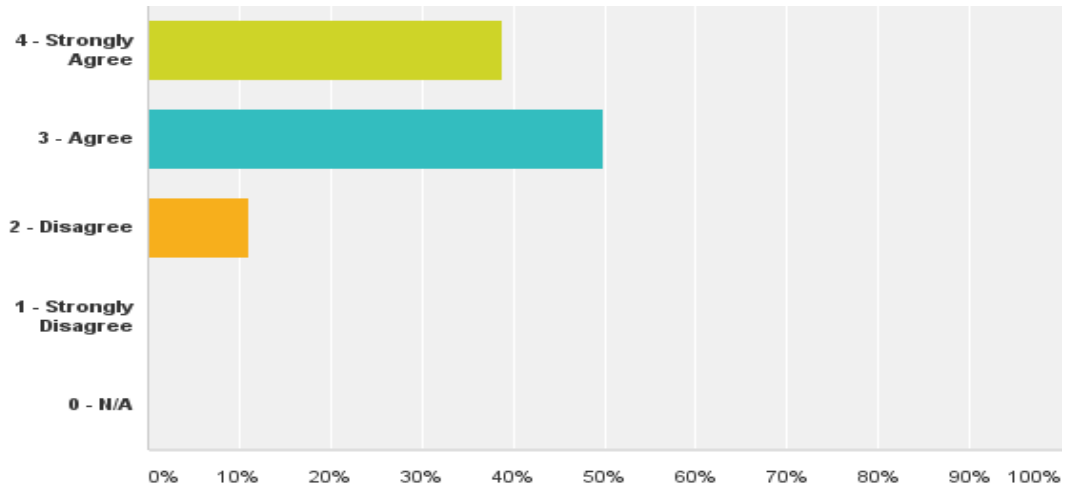
- *“They regularly seek out input on the projects, and give us the flexibility to do the work in a way that we see fit.”*
- *“Workgroup meetings every 2 months have been extremely helpful in project implementation efforts. They should be done via webinar too.”*

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



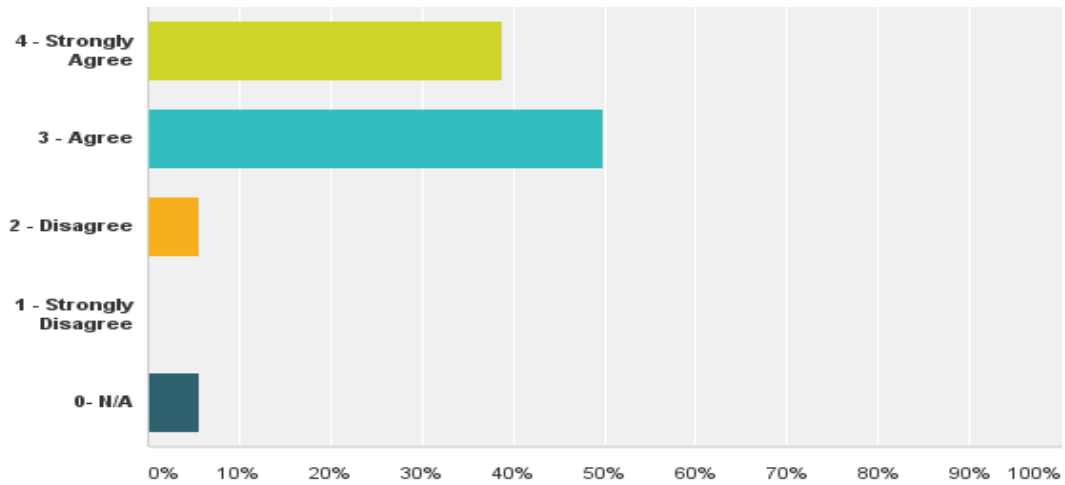
There were no comments for question 4.

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.

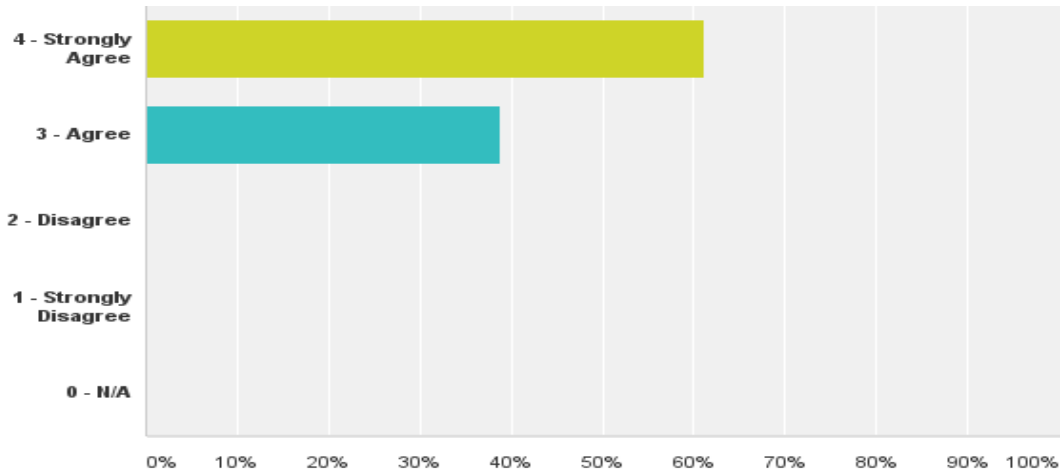
Q6: Contracting and/or Funds Flow: The PPS communicated its funds flow distribution plan and described how this plan pertains to network partners and their involvement in projects.



Sample of comments for question 6:

- *“We would like to learn more about the funding the PPS has for all its projects.”*

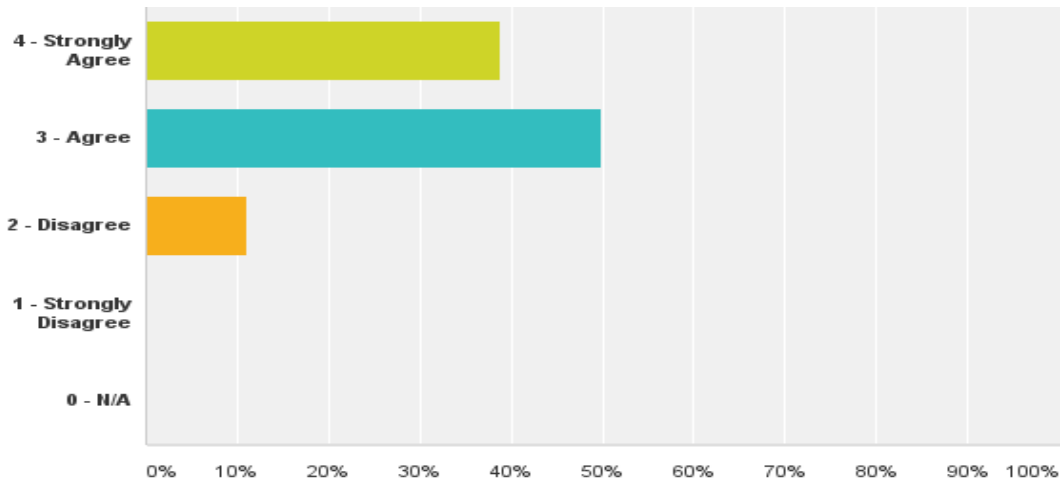
Q7: Performance Management: The PPS communicated it's plans to share performance data with you as its network partner.



Sample of comments for question 7:

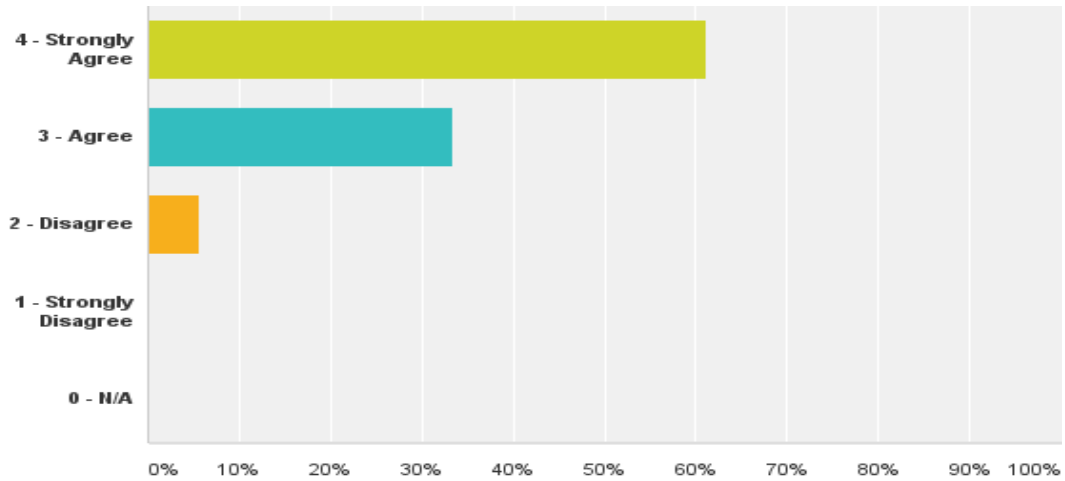
- *“They do an excellent job sharing performance data and doing QA with groups in the network.”*

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.

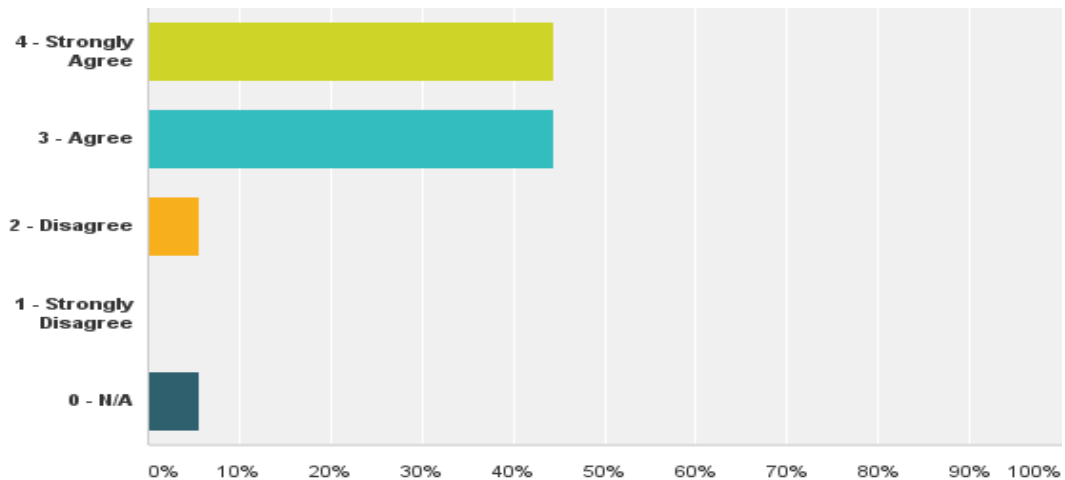
Q9: Governance: The PPS governance structure is effective in facilitating your progress towards meeting the DSRIP goals.



Sample of comments for question 9:

- *"They do a good job seeking our input."*

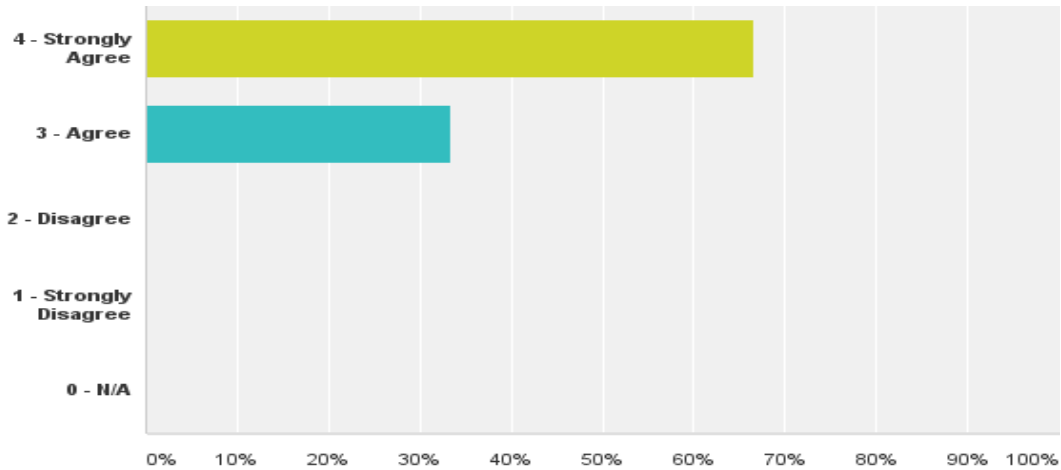
Q10: Contracting and/or Funds Flow: The PPS has been effective in establishing contracts and/or flowing funds to you as a network partner.



Sample of comments for question 10:

- *"While the PPS is effective in establishing contracts and following through on payments, the funding we receive is not enough to cover all of the costs of the project."*
- *"Reasonably effective however more upfront knowledge about project plans/expectations and timelines for funds flow would be more effective."*

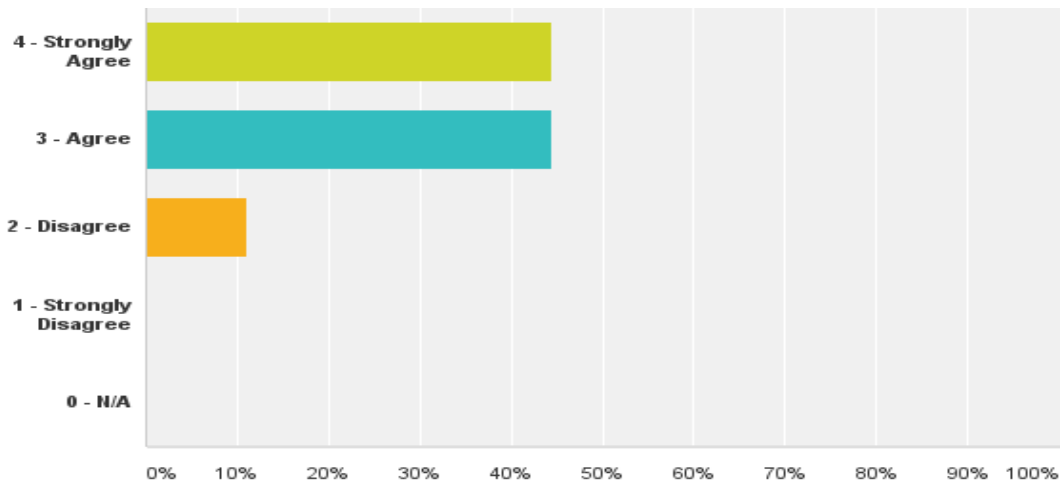
Q11: Performance Management: The PPS has been effective in detailing how it will monitor the performance of its network partners against metrics and facilitating quality improvement efforts.



Sample of comments for question 11:

- *“The metrics are extremely clear!”*
- *“Details are encouraged and shared.”*
- *“All partners report their performance metrics to the PPS weekly, biweekly or monthly depending upon the project. PPS provides real time data on individual and project-wide metrics, and proposes and solicits QI interventions as needed.”*

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



Sample of comments for question 12:

- *“More technical assistance and less meetings/reporting would be more effective.”*