



**Department
of Health**

DSRIP Independent Assessor Mid-Point Assessment Report

Adirondack Health Institute PPS

Appendix 360 Survey

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Prepared by the DSRIP
Independent Assessor

Appendix 360 Survey - Adirondack Health Institute 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

Adirondack Health Institute PPS sample size to be surveyed was calculated to be 26 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 14 (54%) survey samples were received. Respondents' answers overall were positive with 56% 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	20	11.90%
Agree	74	44.05%
Disagree	40	23.81%
Strongly Disagree	9	5.36%
N/A	25	14.88%
	<u>168</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:

- *“There has been a real lack of communication with us specifically about our project. We don't know what we are supposed to be doing and how to report results if we did.”*
- *“We feel that we have the most input and best participation in this PPS of all 5 PPS with whom we are engaged.”*
- *“DSRIP is not well understood, even by those directly involved. We need structure and clarity to be successful with a project of this magnitude.”*

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	1	1
3 Clinic	2	1
4 Hospice	2	1
5 Substance Abuse	2	1
6 Pharmacy	0	0
7 Mental Health Practitioner:	0	0
8 Primary Care Provider (PCP)	2	1
9 Non-Primary Care Provider	7	3
10 Case Manager / Health Home	2	1
11 Community Based Organizations	2	0
12 All Other	<u>5</u>	<u>4</u>
	<u>26</u>	<u>14</u>

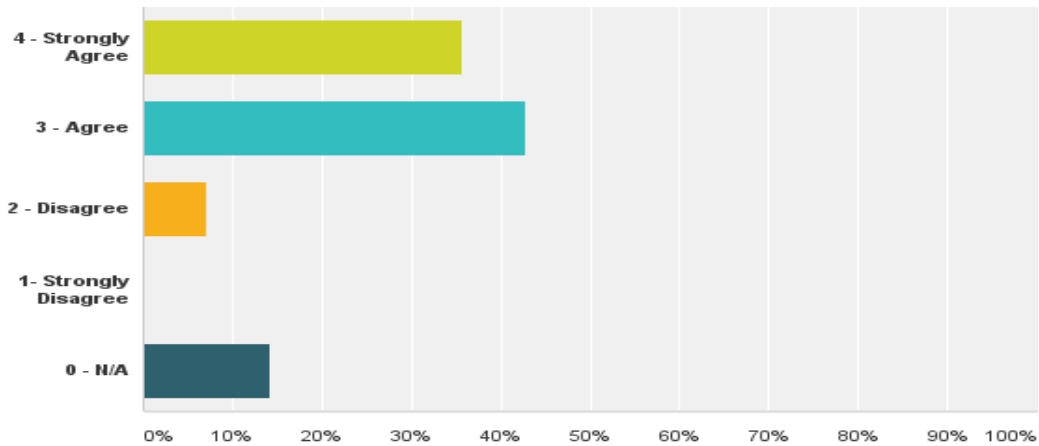
Sampling Methodology

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.

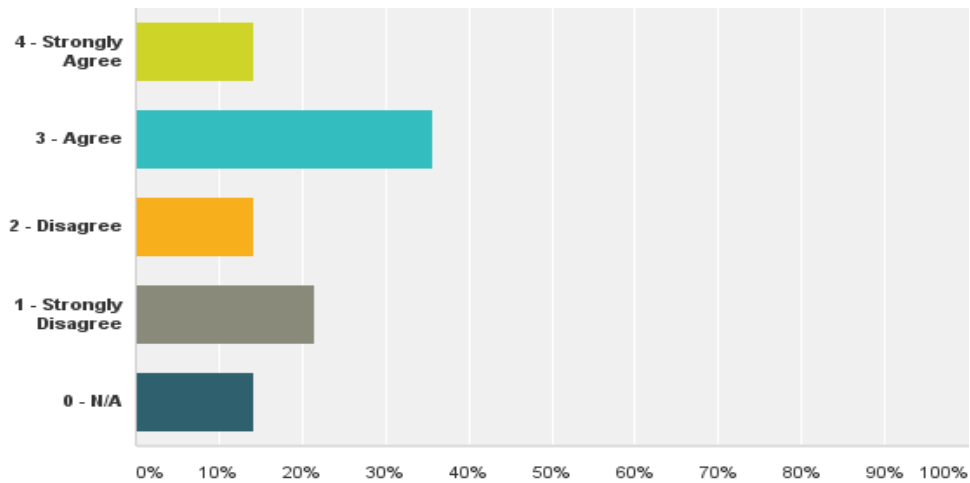
Q1: Governance: The PPS engaged you in its governing board, committees and/or solicited input from you as a network partner.



Sample of comments for question 1:

- *"We have been engaged with Finance, IT/Data, and project committees, in addition to providing input as a network partner."*
- *"Our organization was involved initially but communication dried up in late 2015. We have had very little contact since then."*

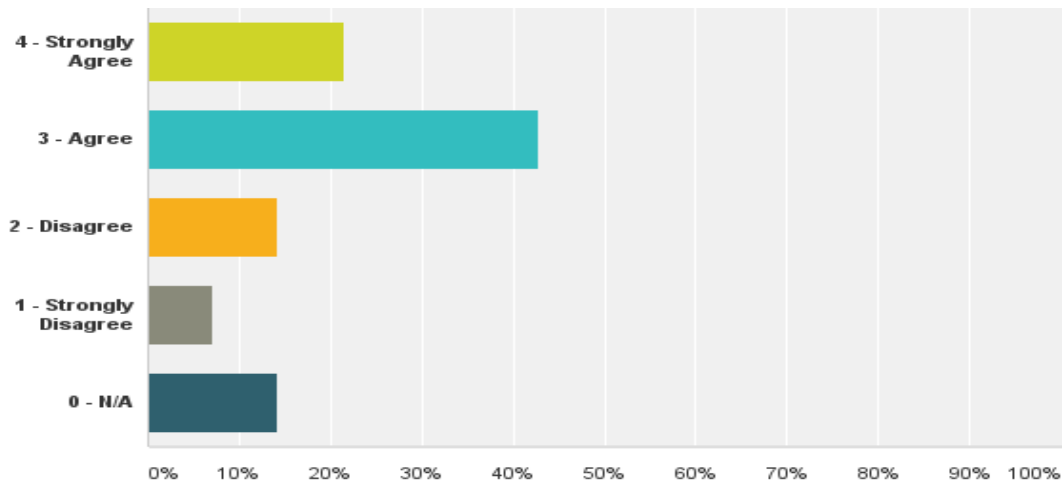
Q2: Contracting and/or Funds Flow: The PPS engaged you in the development of your contract and/or the funds flow/budgeting process.



Sample of comments for question 2:

- *“We have been a part of the Finance Committee with involvement in the Funds Flow process and decision making.”*
- *“We receive contacts and materials in the mail for signature but are not involved in the process.”*
- *“As of this communication, we do not have any contracts in place. They have been scheduled to be released and pushed out multiple times.”*
- *“We have no funds flow documents or contracts.”*

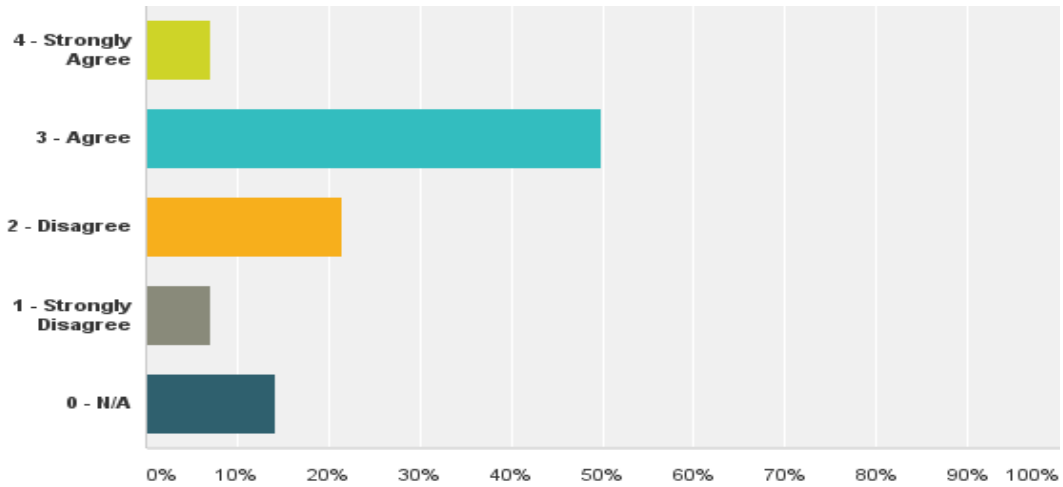
Q3: Performance Management: The PPS engaged you in project implementation efforts (planning and execution) for the projects in which you participate as a network partner.



Sample of comments for question 3:

- *“We have not been involved in planning. I am not aware of any specific work plans being developed for the projects in which we are supposed to be involved.”*
- *“Everything is still so abstract and it seems that no one is clear on what needs to be done when. It is very confusing and disorganized.”*

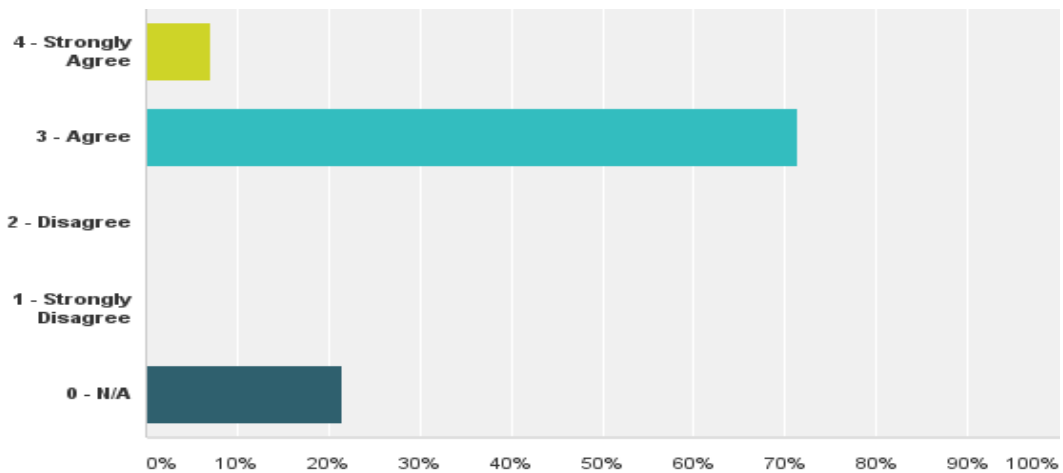
Q4: IT Solutions: The PPS has sought to understand your organization’s IT capabilities and your IT needs to support the DSRIP effort.



Sample of comments for question 4:

- *“We haven’t had any contact with regards to IT capabilities since I’ve been in this position (November 2015).”*
- *“Need IT solutions to upgrade agency software and programs currently in use. New software and IT solutions are not compatible nor helpful.”*
- *“Have not had any contact with IT to my knowledge.”*

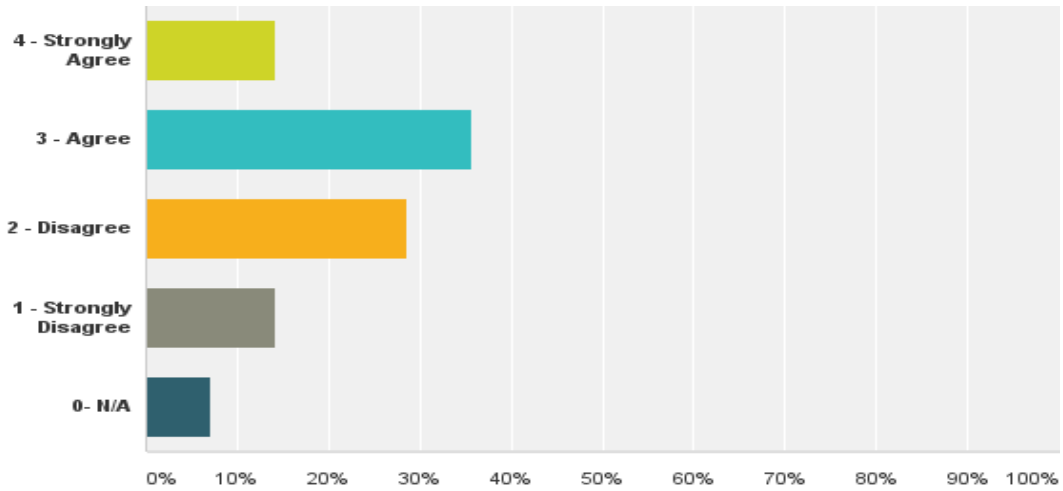
Q5: Governance: The PPS communicated its governance activities and/or changes to the governance plan to you as a network partner.



Sample of comments for question 5:

- *“We get email updates about changes in governance.”*

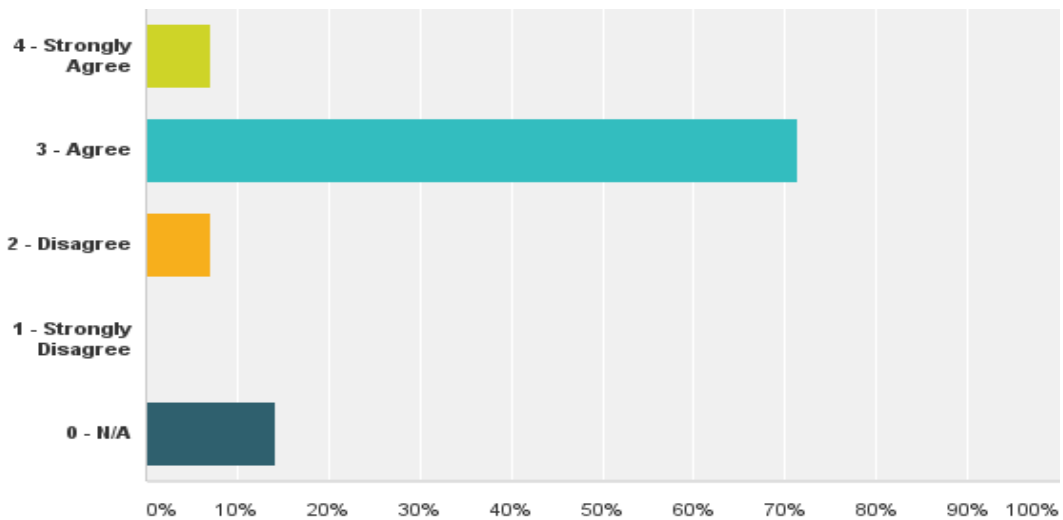
Q6: Contracting and/or Funds Flow: The PPS communicated its funds flow distribution plan and described how this plan pertains to network partners and their involvement in projects.



Sample of comments for question 6:

- *“Somewhat agree - It has been difficult to get information on how funds will be disbursed.”*
- *“Funds flow distribution is absent. I have been involved since 2014 with current work on 5 DSRIP projects.”*
- *“Received checks with a very vague explanation of how to attribute funds and what documentation needs to be kept regarding how funds are used.”*

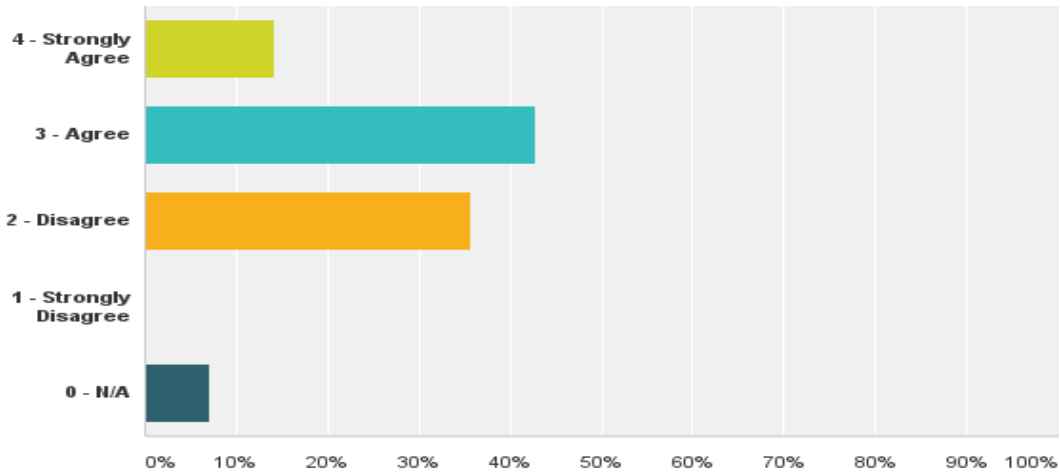
Q7: Performance Management: The PPS communicated it’s plans to share performance data with you as its network partner.



Sample of comments for question 7:

- *“Plans have been communicated, but there is much to work out in this area.”*

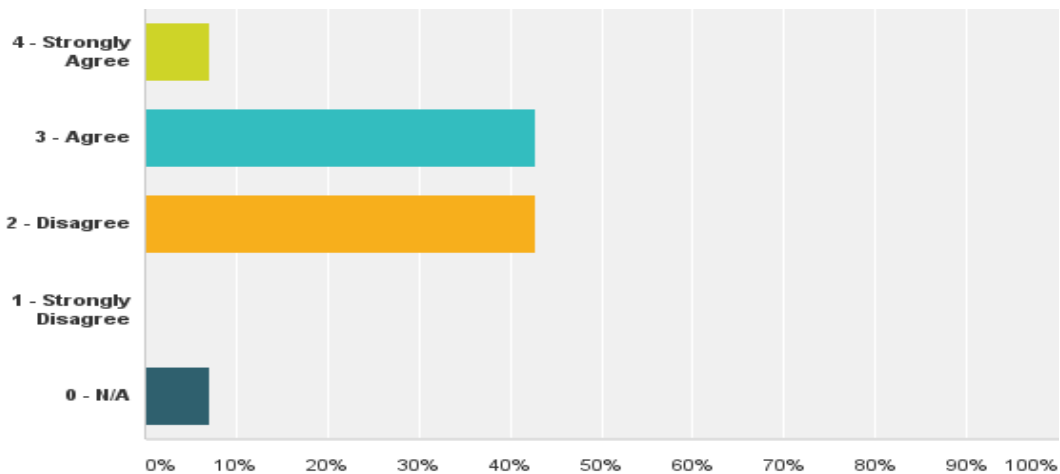
Q8: IT Solutions: The PPS communicated the availability of resources or support for IT solutions to address network partner needs.



Sample of comments for question 8:

- *“Need software upgrades not hardware.”*
- *“Resources are limited but we are a part of the decision making around IT support to network partners.”*

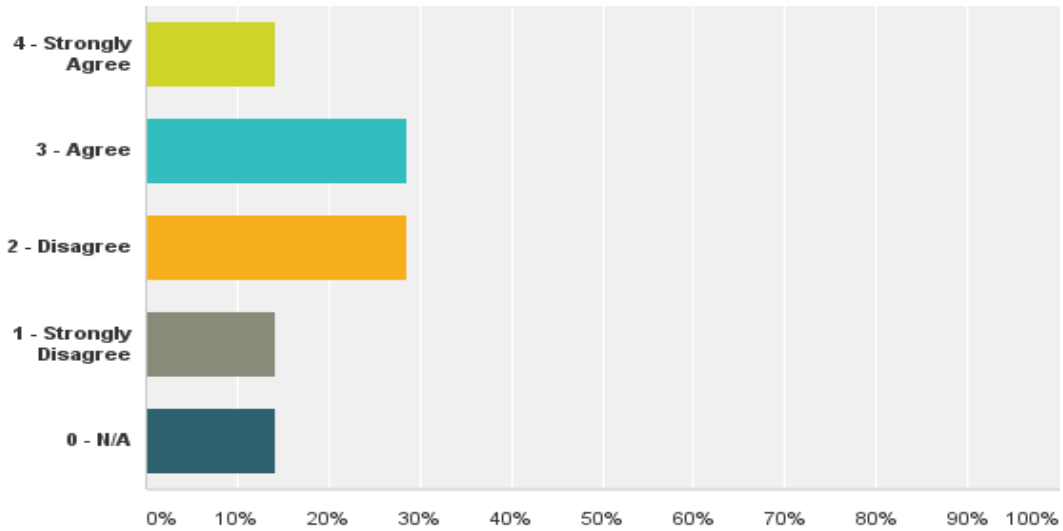
Q9: Governance: The PPS governance structure is effective in facilitating your progress towards meeting the DSRIP goals.



Sample of comments for question 9:

- *“Maybe because we are a small partner, but we don't receive any information at this point about our role in meeting the DSRIP goals.”*
- *“I don't think it is really the PPS' fault. It seems DSRIP is a bit of a mystery to all involved.”*

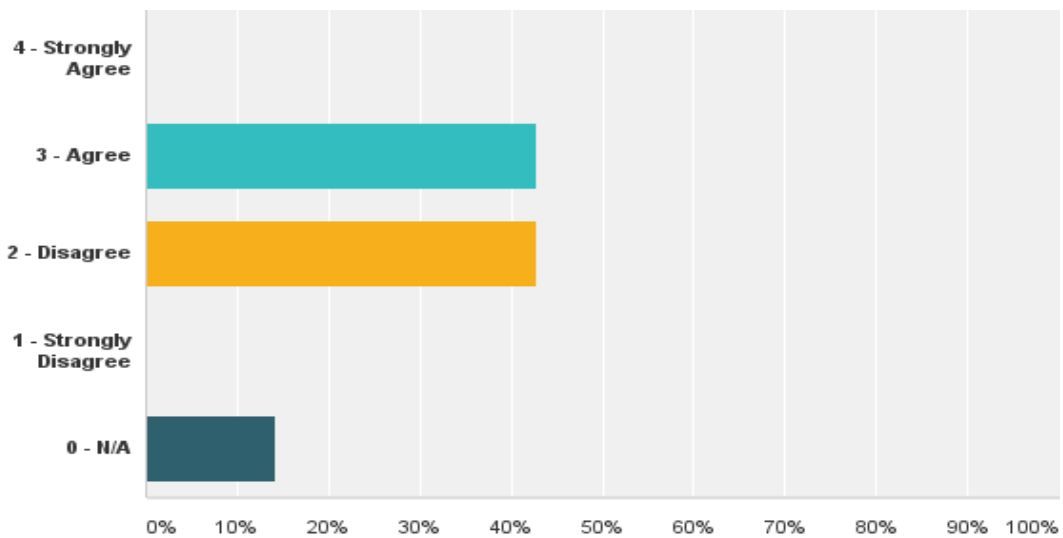
Q10: Contracting and/or Funds Flow: The PPS has been effective in establishing contracts and/or flowing funds to you as a network partner.



Sample of comments for question 10:

- *“Contracts have been established but we have not received funds flow.”*
- *“Still no contract even after multiple commitment dates have been identified and past.”*

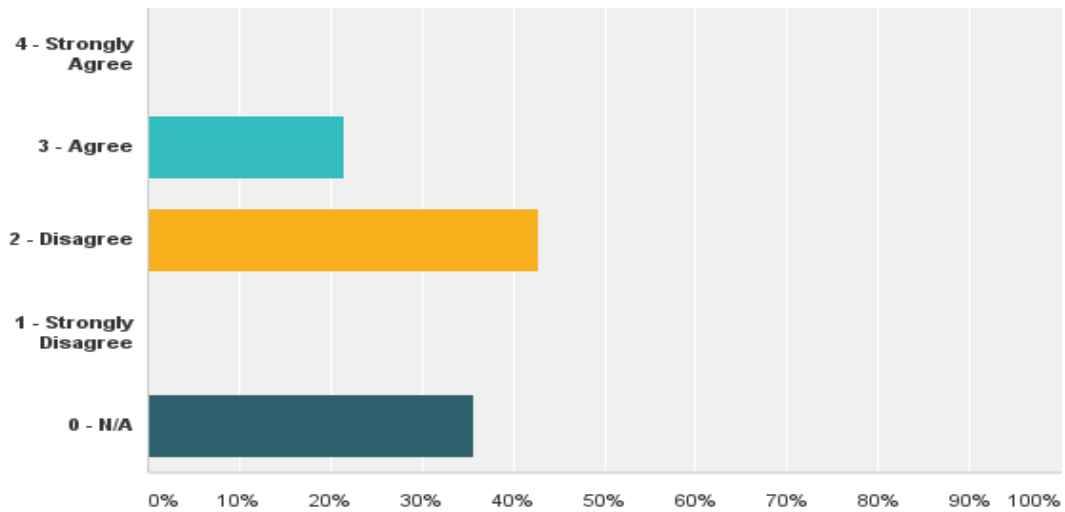
Q11: Performance Management: The PPS has been effective in detailing how it will monitor the performance of its network partners against metrics and facilitating quality improvement efforts.



Sample of comments for question 11:

- *“There is more work to be done in this area”*

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:

- *“The PPS has been dedicated to working on IT solutions, although this is an area that requires a lot of resources across the PPS.”*
- *“We haven’t had any contact about IT.”*