NEW YORK STATE | Department of Health | Medicaid Redesign Team

Operational Support and Performance Resources

Moderator: ***Chip Barnes**, NYSTEC*

Panelists:

***Susan Lepler,** Salient HHS*

***Marc Berg**, KPMG*

***Mary-Sara Jones**, IBM*

***Matt Sorrentino**, Public Consulting Group*

***Todd Ellis**, KPMG*

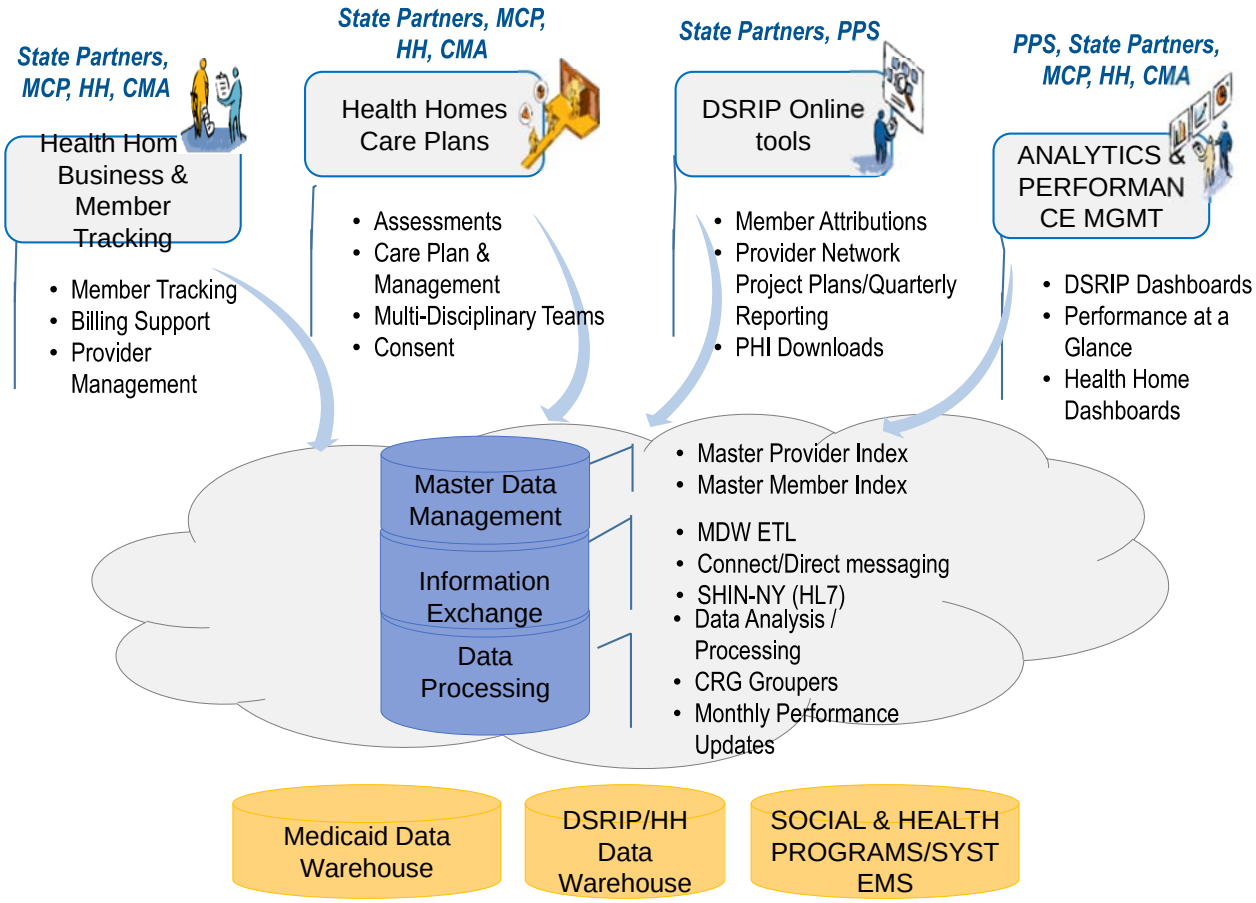
2015

Agenda

<Objective>: To provide an overview of MAPP and its various functional components.

Topic	Who
MAPP High Level Overview	Chip Barnes: NYSTEC
DSRIP Performance Dashboards	Susan Lepler: Salient
Value Based Payment Support	Marc Berg: KPMG
Health Homes Care Management	Mary Sara Jones: IBM
MAPP Implementation Plan	Matt Sorrentino: PCG
IT TOM Update	Todd Ellis: KPMG
Q&A	All

Medicaid Analytics Performance Portal



DSRIP Performance Dashboards

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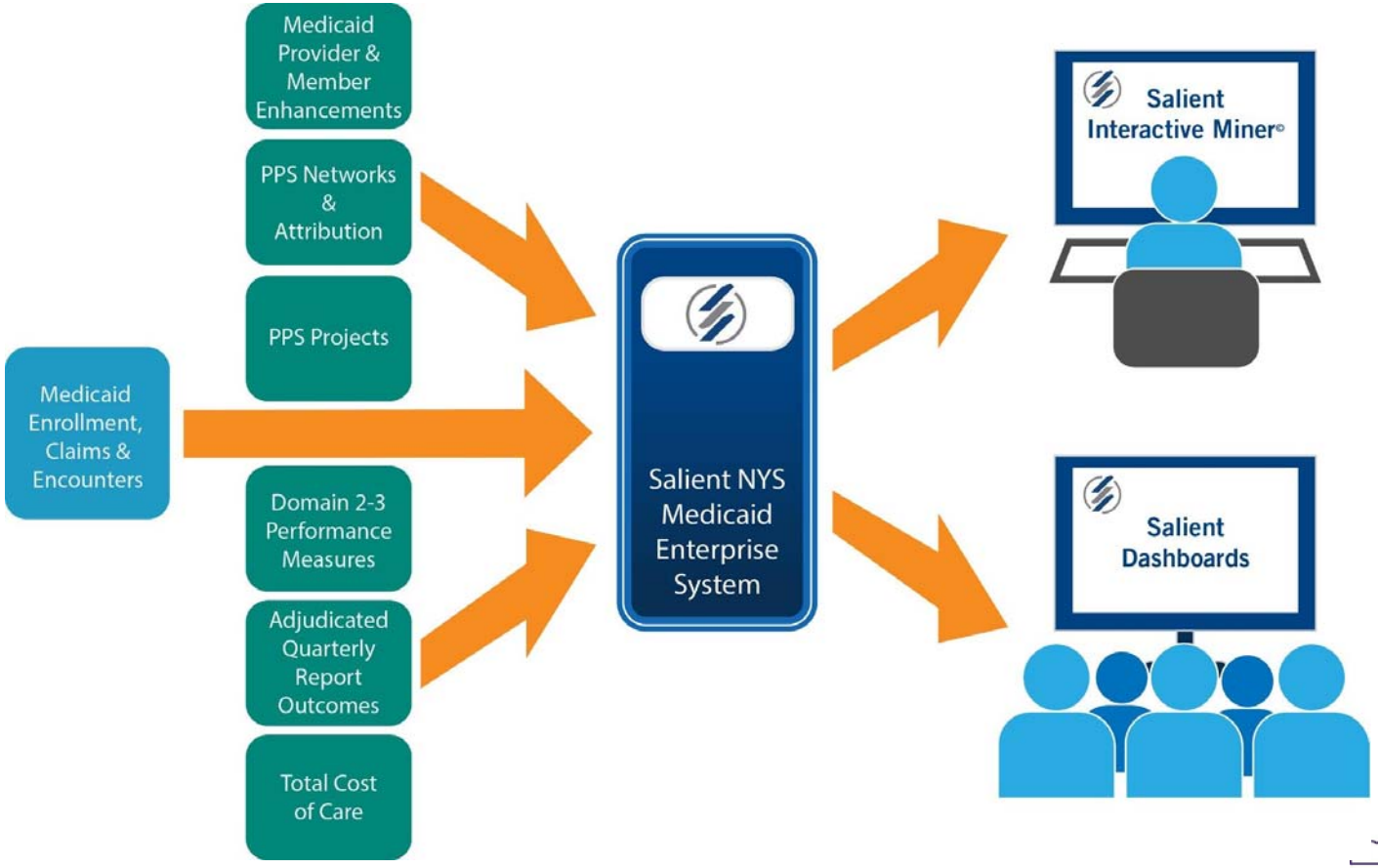
NYS's Salient Medicaid Enterprise System



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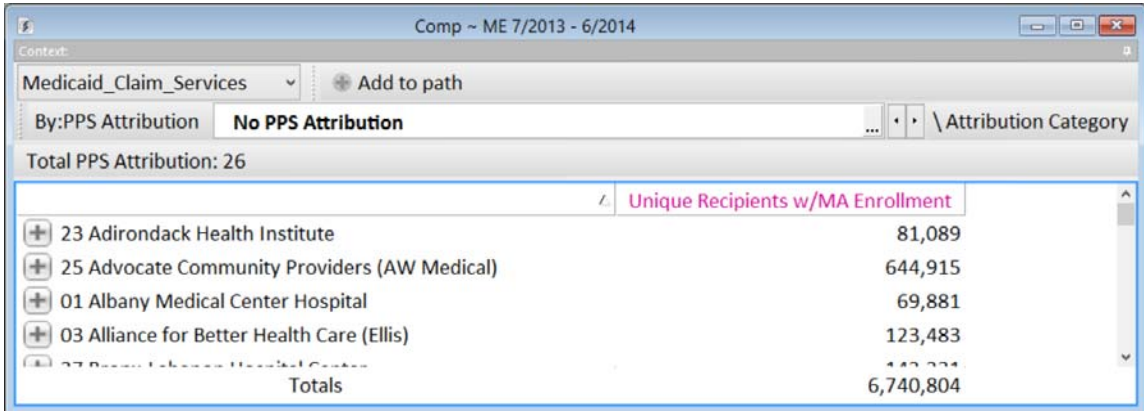
Salient Interactive Miner (SIM) Interface

What is SIM?

- Visual data discovery
- Ad hoc analysis
- Point and click environment
- Sub-second response times



SIM and DSRIP

- Key component of DOH's strategy for data access to DSRIP community
- 132 SIM analysts across all 25 PPS
- Assessing needs for additional users and training with DOH and KPMG

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Salient's DSRIP Performance Dashboards

- Highly directive, interpretive, consumable views
- Provide insight and actionable information to help PPS manage performance

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DSRIP Performance “at a Glance”: Select Projects of Interest

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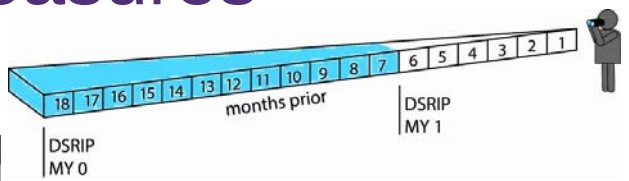
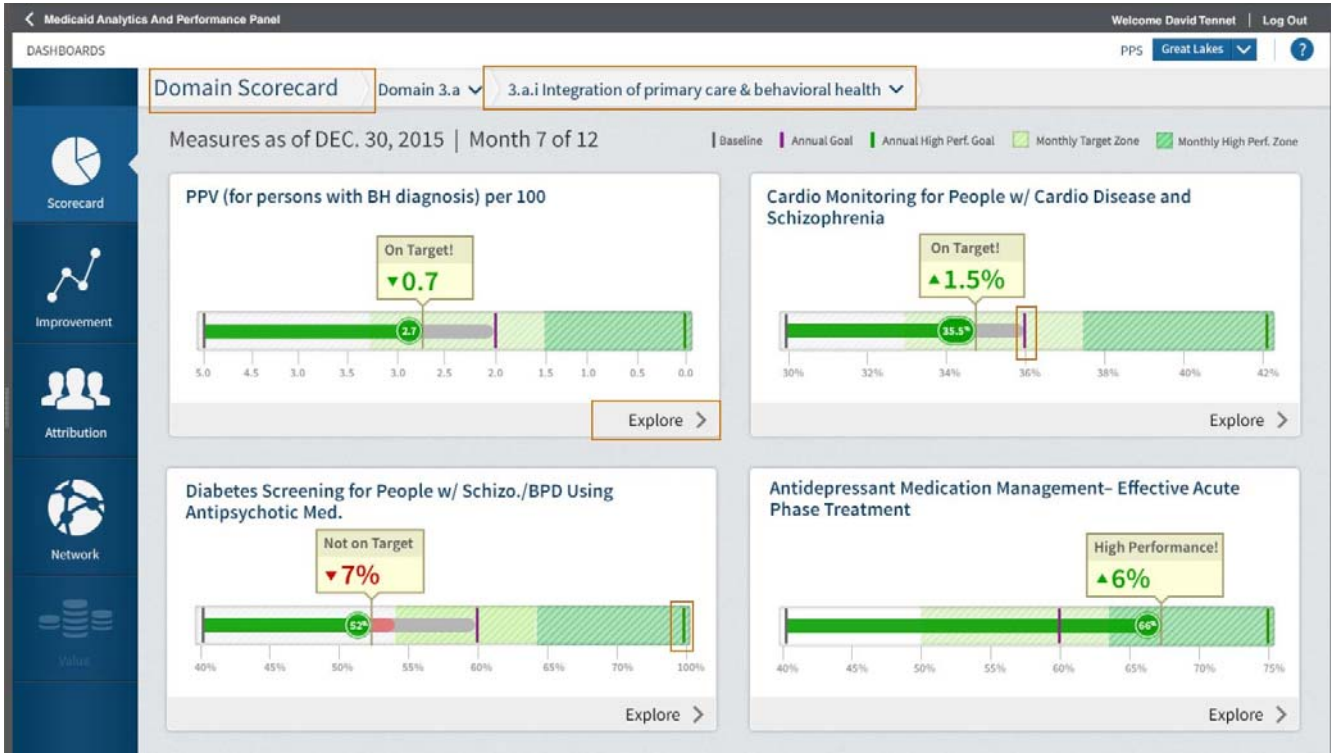
Track Gap to Goal for Performance Measures





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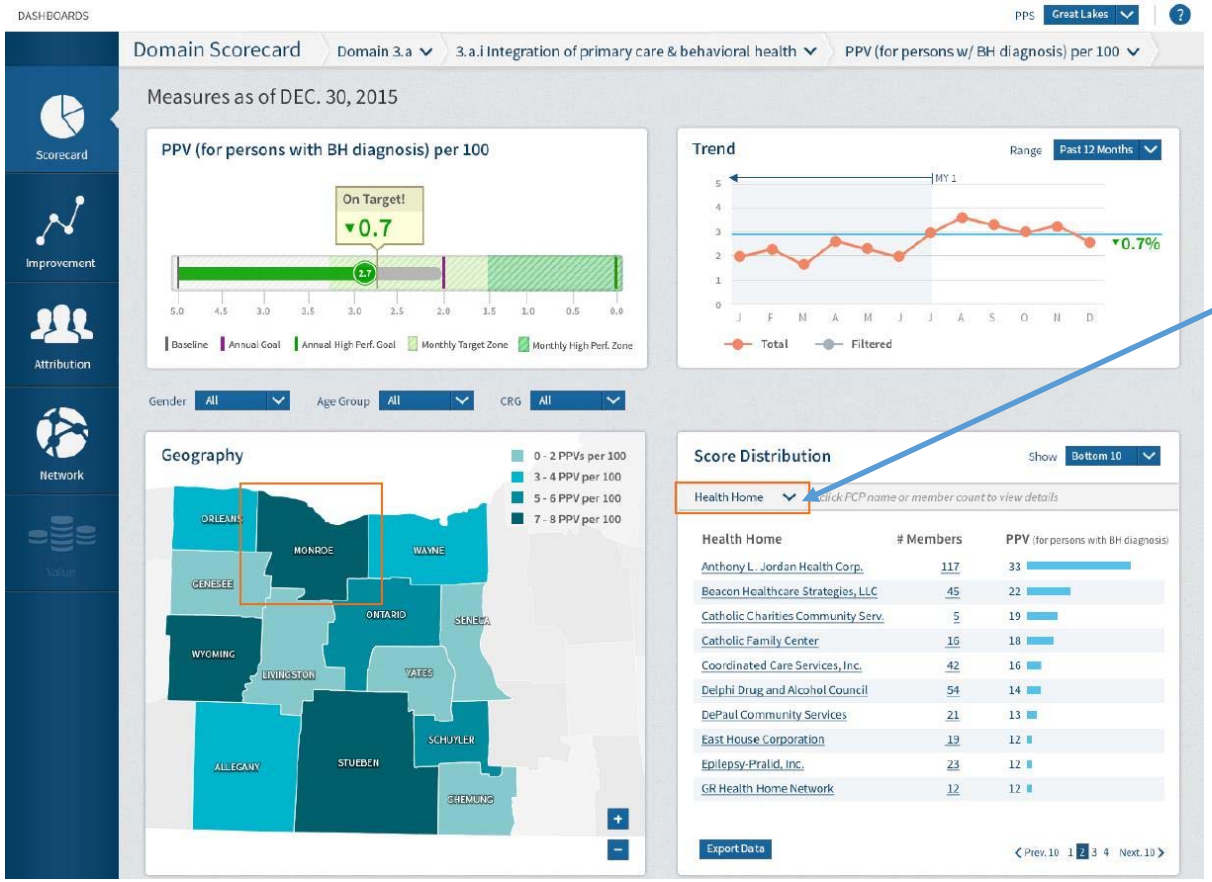
Deeper Dive into Performance



Filter on Accountable Providers:

- PCP
- Health Home
- Care Management Agency
- MCO

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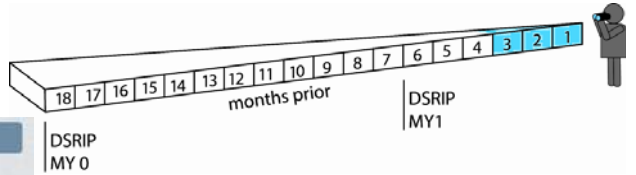
More Recent Indicators of Progress



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Get to the Member List

Members	CIN	PPVs ▼	Date of Birth	PCP	Health Home	Attribution Length
Vincent Taylor	FF34593A	9	29/08/1945	Dr. James Wilson	HCR	5M
Blossom Fye	GR23950A	8	27/06/1952	Dr. James Wilson	Lake Shore Behavioral Health	3M
Mollie Ko	FR50732S	2	26/11/1954	Dr. James Wilson	GBUAHN	5M
Era Bickley	RE50320A	1	03/05/1961	Dr. James Wilson	Mental Health Services of Erie County	3M
Zandra Ulmer	FR45230B	1	24/06/1971	Dr. James Wilson	Niagara Falls Memorial Medical Center	4M
Vi Stayer	DF49060F	1	01/01/1974	Dr. James Wilson	HCR	11M
Minta Barnett	DN34829S	0	13/06/1978	Dr. James Wilson	Lake Shore Behavioral Health	2M
Shantay Devillier	ER43960C	0	10/01/1981	Dr. James Wilson	GBUAHN	5M
Iris Dymond	RG59306T	0	27/03/1981	Dr. James Wilson	Mental Health Services of Erie County	5M
Aretha Mable	DH43859O	0	26/10/1989	Dr. James Wilson	Niagara Falls Memorial Medical Center	3M
Laurine Wydra	RE45682A	0	15/07/1991	Dr. James Wilson	HCR	5M

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Monitor Organizational Requirements

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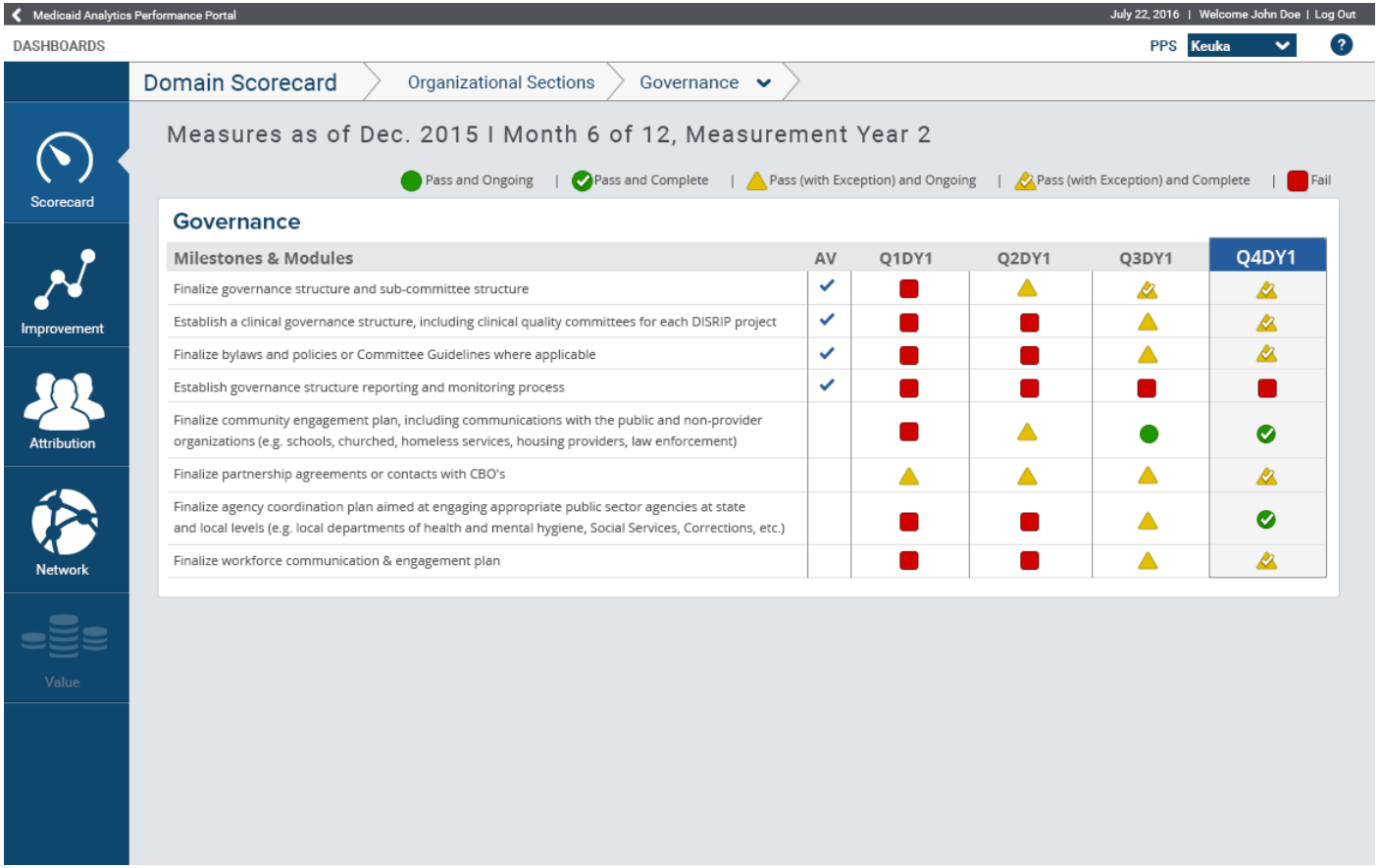
See How Your PPS is Progressing



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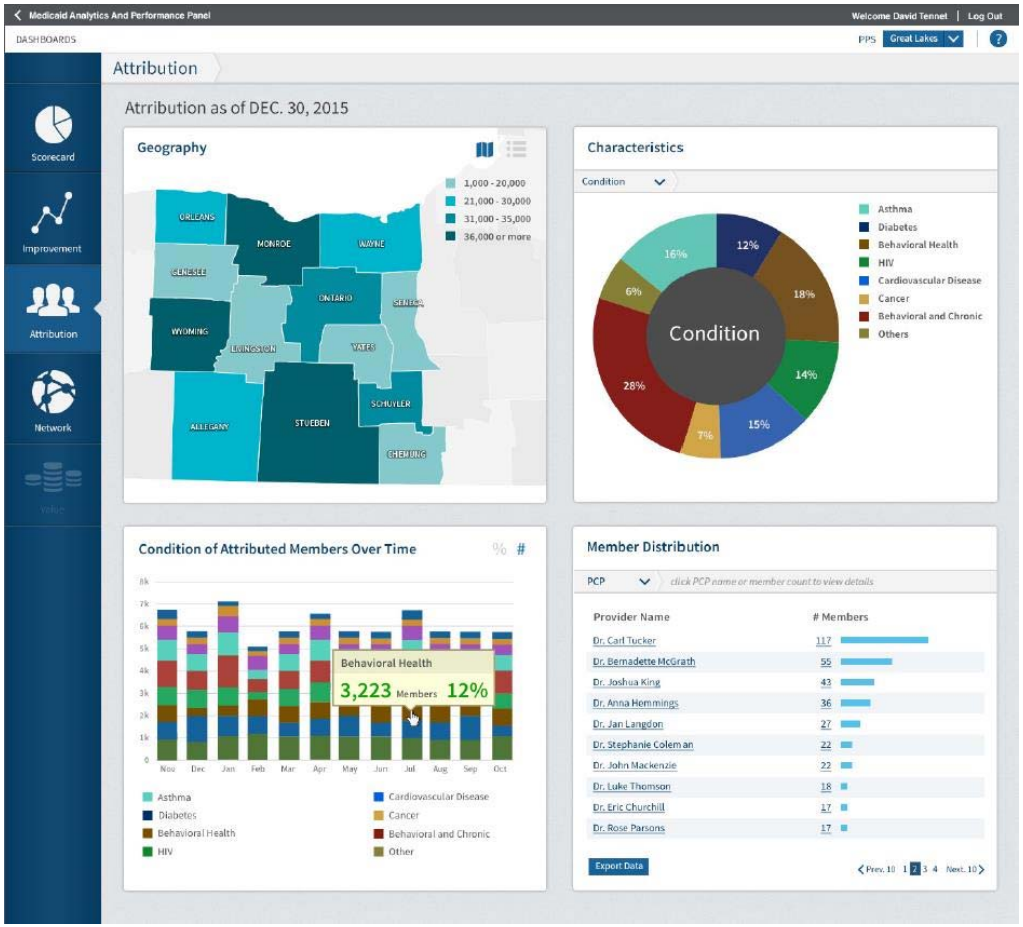
Insight into your Attributed Population



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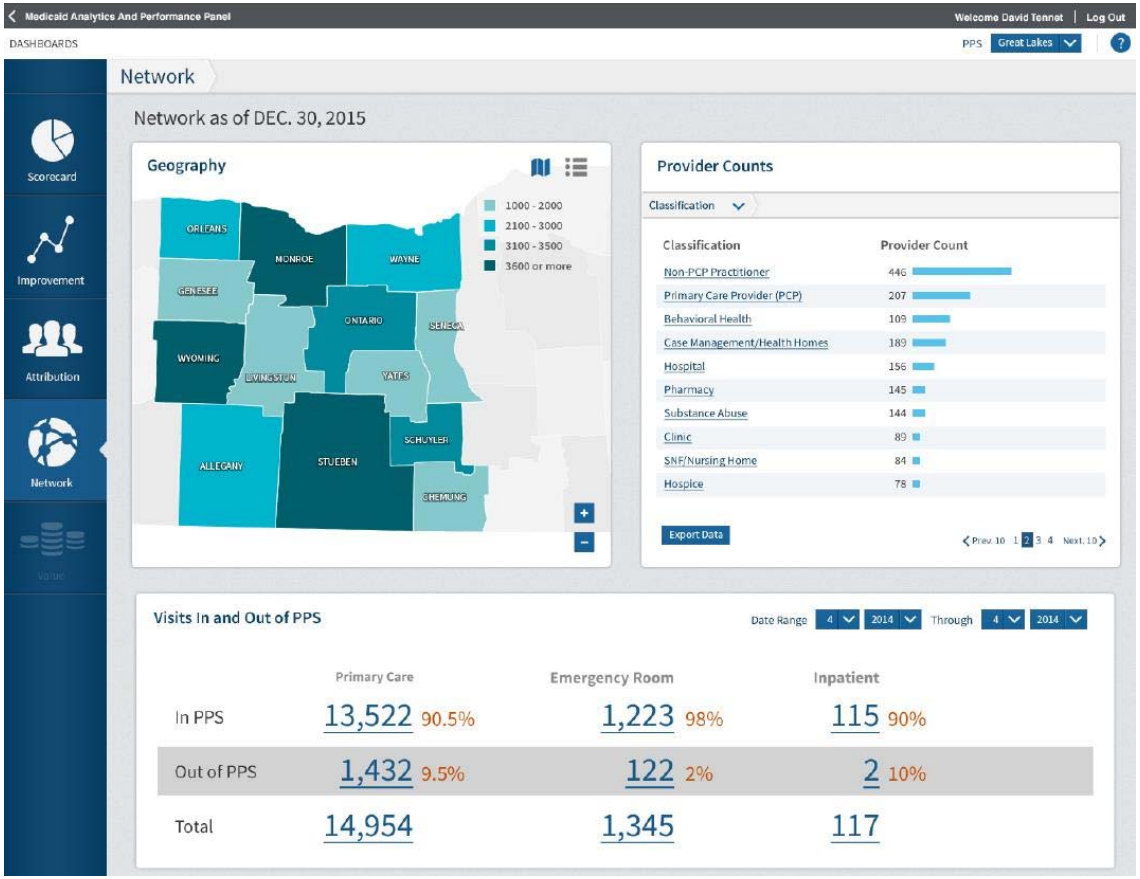
Understand your Network Composition & Utilization



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Value Based Payment Support

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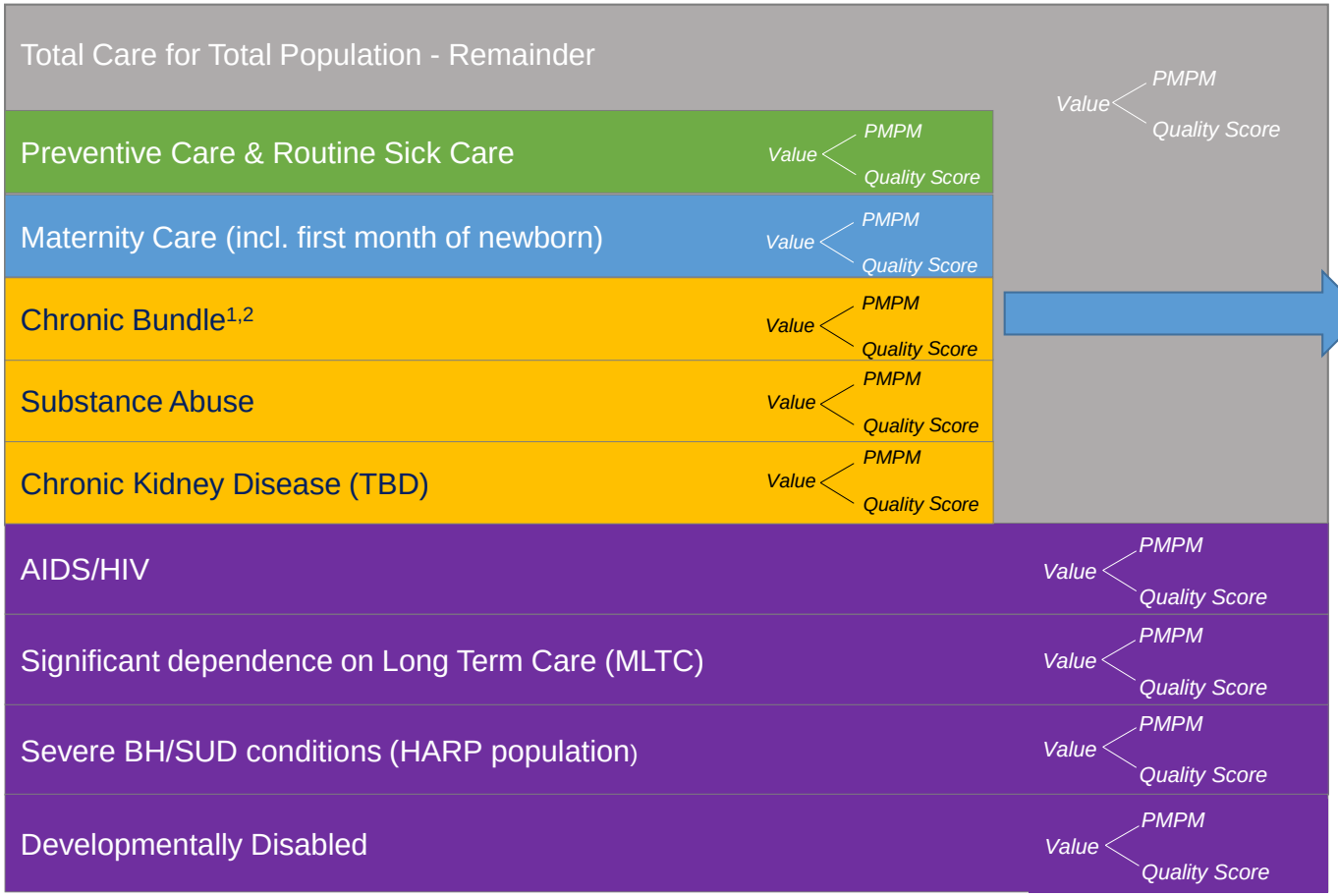
Value Based Payment support



Chronic Bundle consists of the following individual bundles:
Bundle
Diabetes
COPD
Asthma
Hypertension
Coronary Artery Disease
HF
Arrhythmia / Heart Block
Chronic Depression
Bipolar Disorder
Gastro-Esophageal Reflux Disease
Osteoarthritis
LBP

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Value Based Payment support

1. Estimate based on combination of HCI3 grouper and Dx codes
2. For a specific chronic condition, every 'episode' is one individual with the condition (equivalent to counting beneficiaries in a population)
3. This groups all preventive care activities and routine sick care activities in one bundle. Episode cost = total cost of this care per beneficiary (excl. non-utilizers of preventive nor routine sick care)
4. Xxcheck with HCI3 whether this description is correct. Only includes cancer of the breat, colon, rectum, lung and prostate.

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Value Based Payment support

- Dashboard per PPS and per VBP Contractor (ACO/IPA/individual provider)
- Dashboard per MCO

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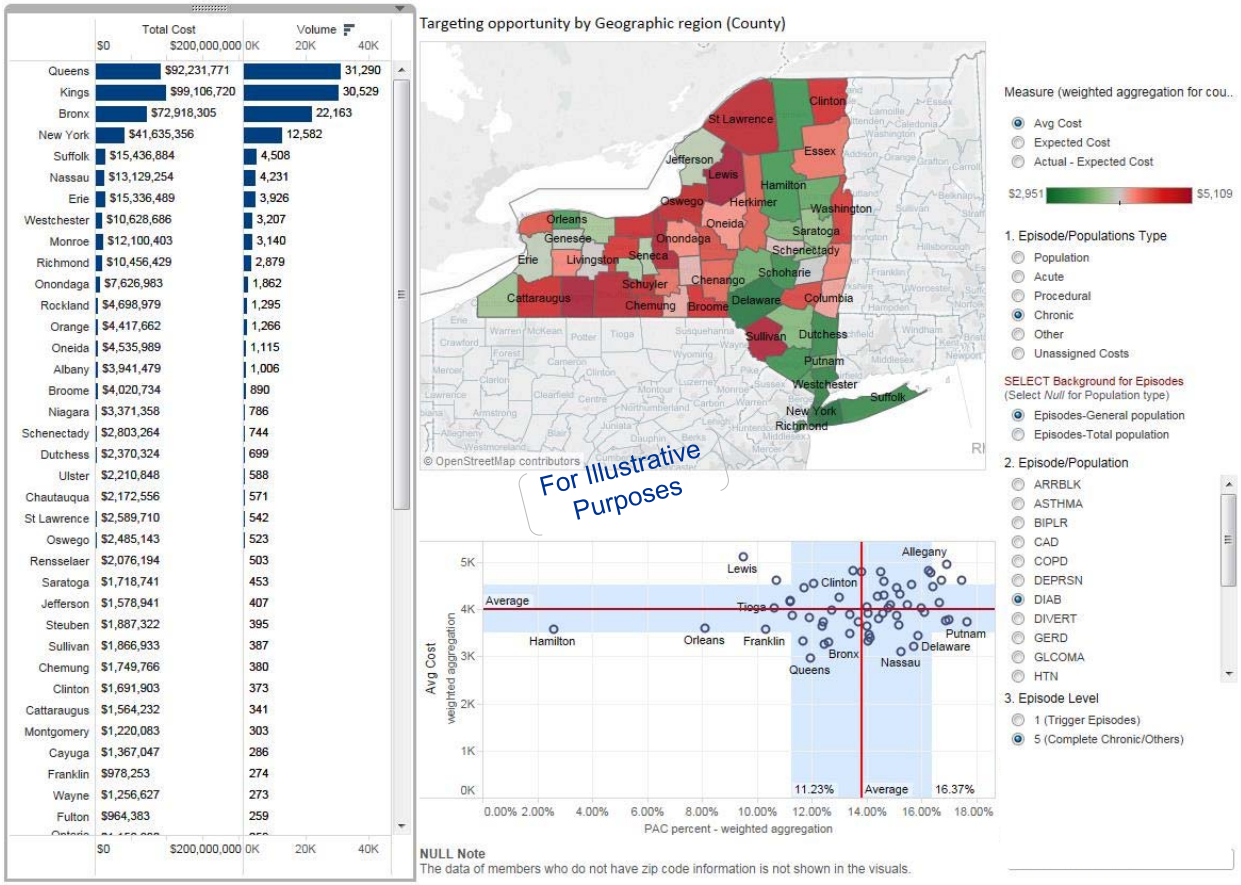
Value Based Payment support



- Provides insight of **Average Member Costs** and **Quality Scores** by geography, sub-populations and episode types with additional drill down views to zip code level and provider.
- Enabling rapid measurement of disparities and variation in spend across the state.

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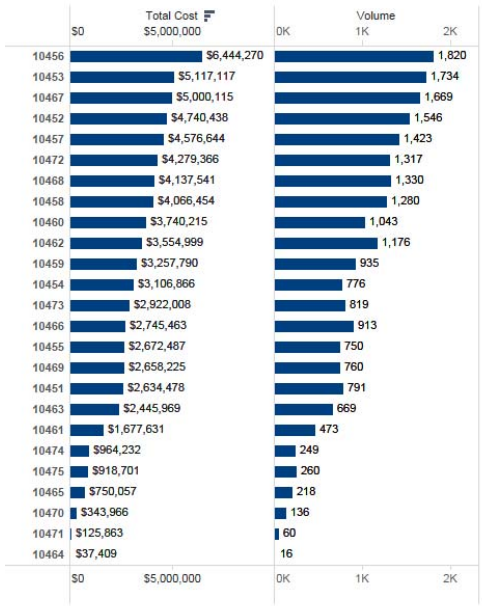
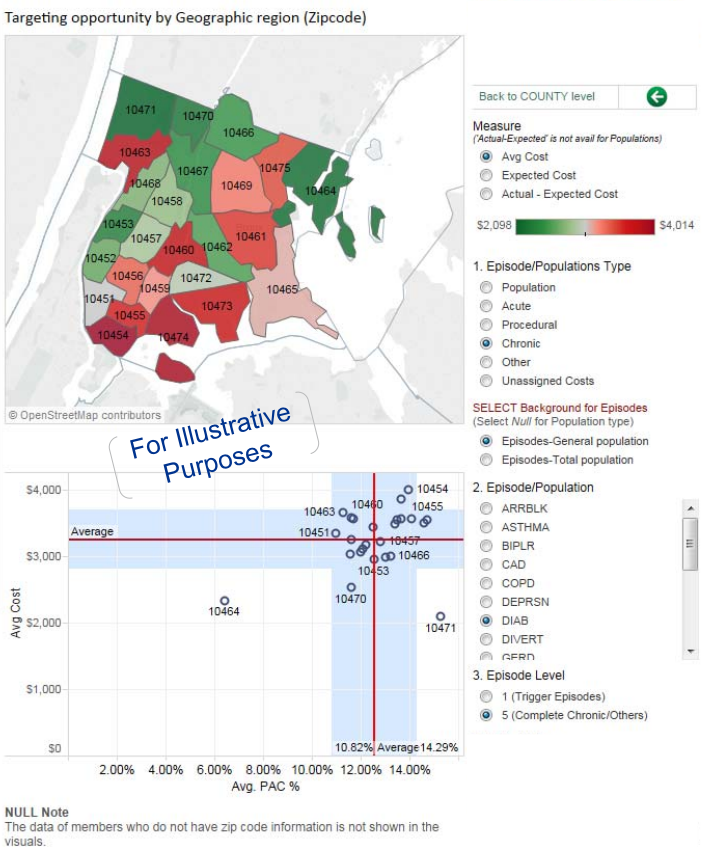
Value Based Payment support





NULL Note
The data of members who do not have zip code information is not shown in the visuals.

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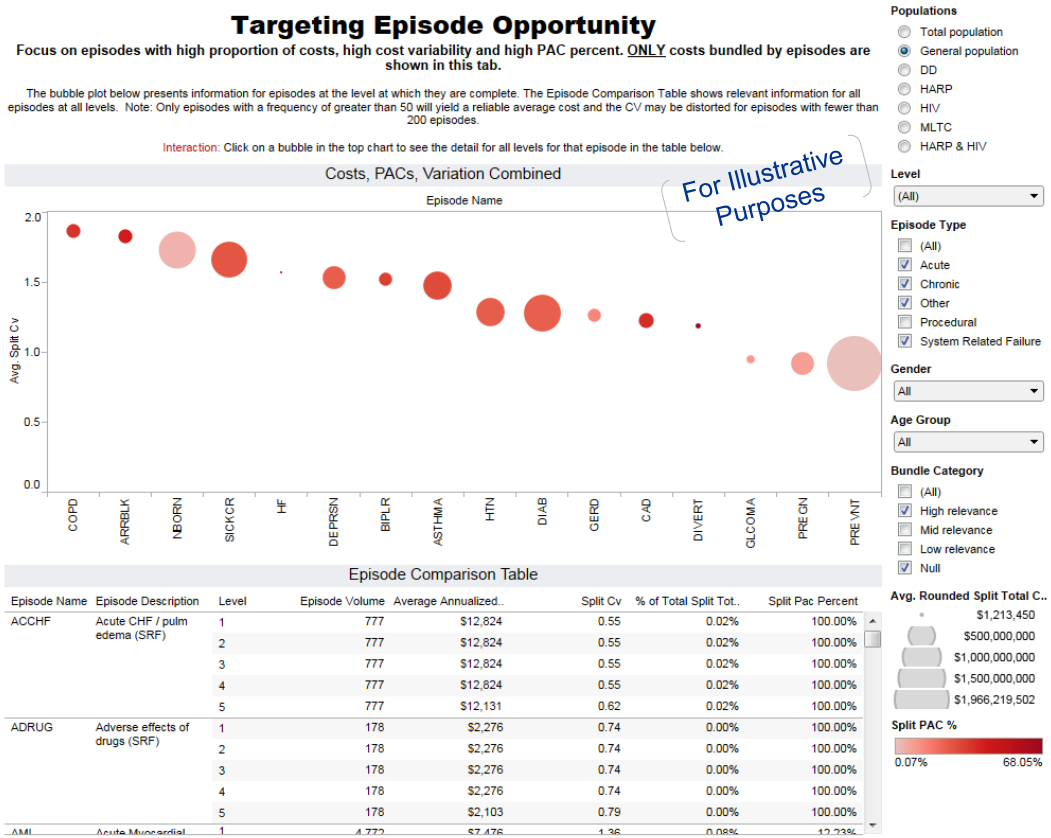
Where are the opportunities for improvement (across NYS, PPS Region, provider)?



- Finding opportunities for improvement and savings by looking at:
  - variation in episode costs
  - total volume
  - % of costs that are Potentially Avoidable Complications (PACs).

LEGEND:
X-Axis: Episodes
Y-Axis: Co-efficient of Variation
Size of Bubble: Split Total Costs
Color of Bubble: Split PACS %

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Health Homes Care Management

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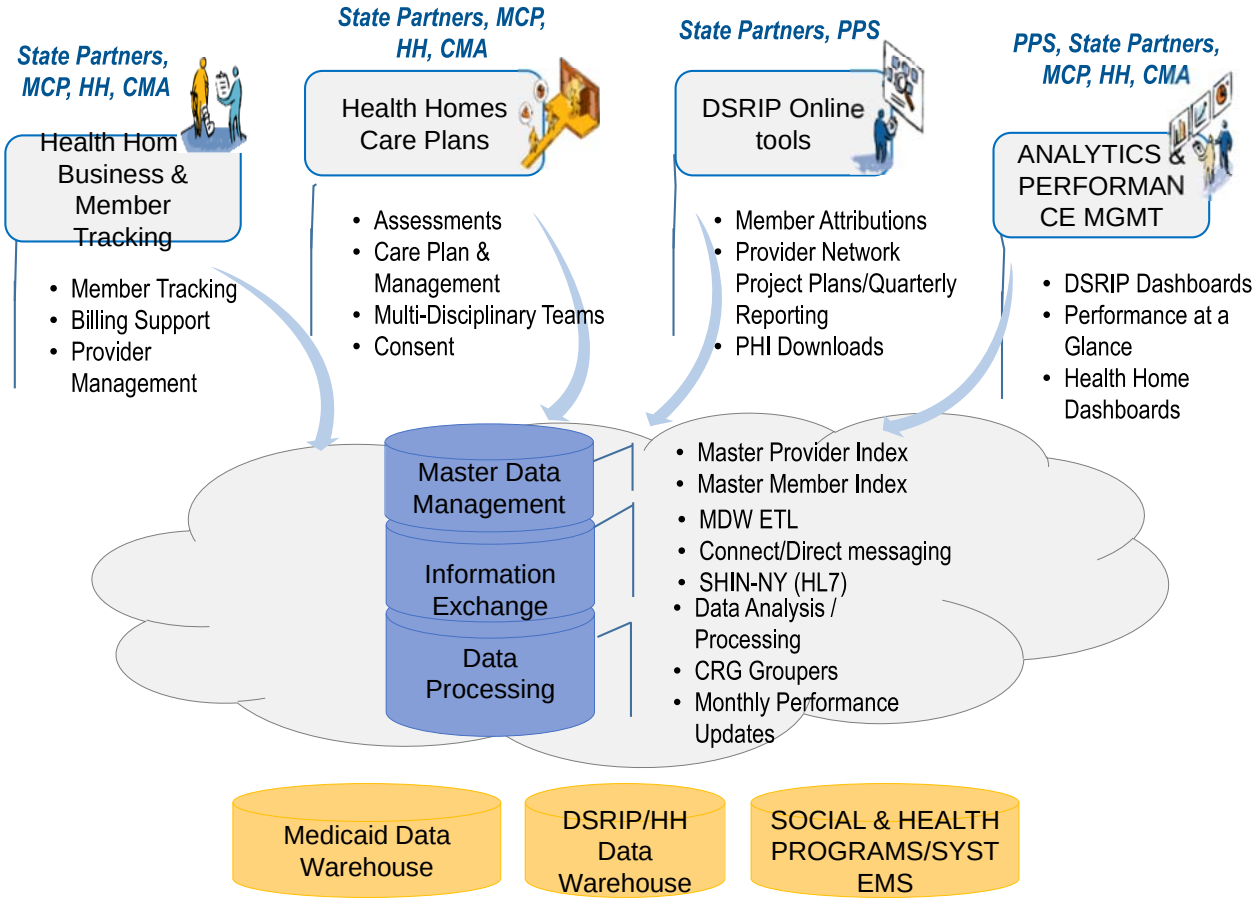
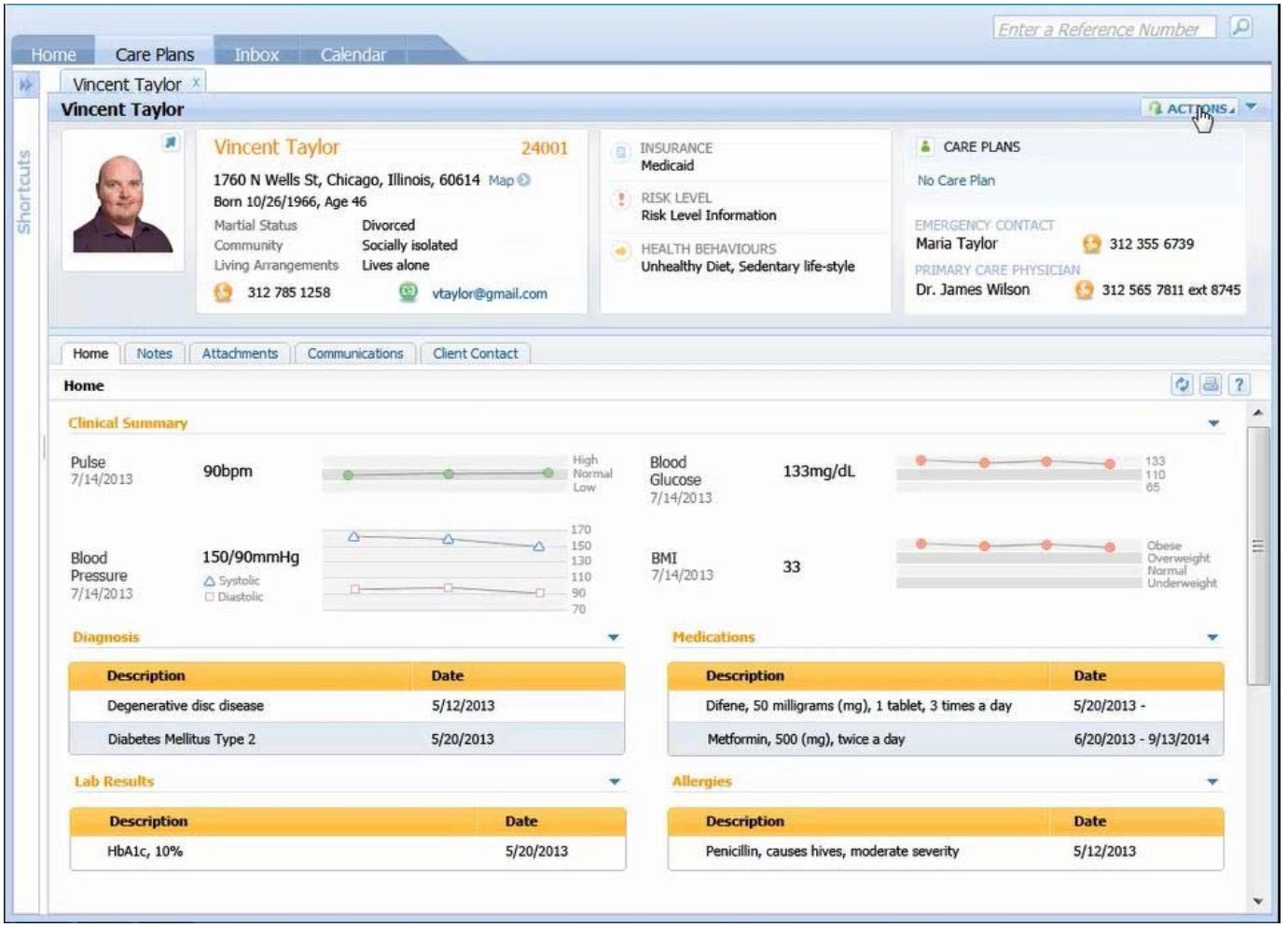
Medicaid Analytics Performance Portal





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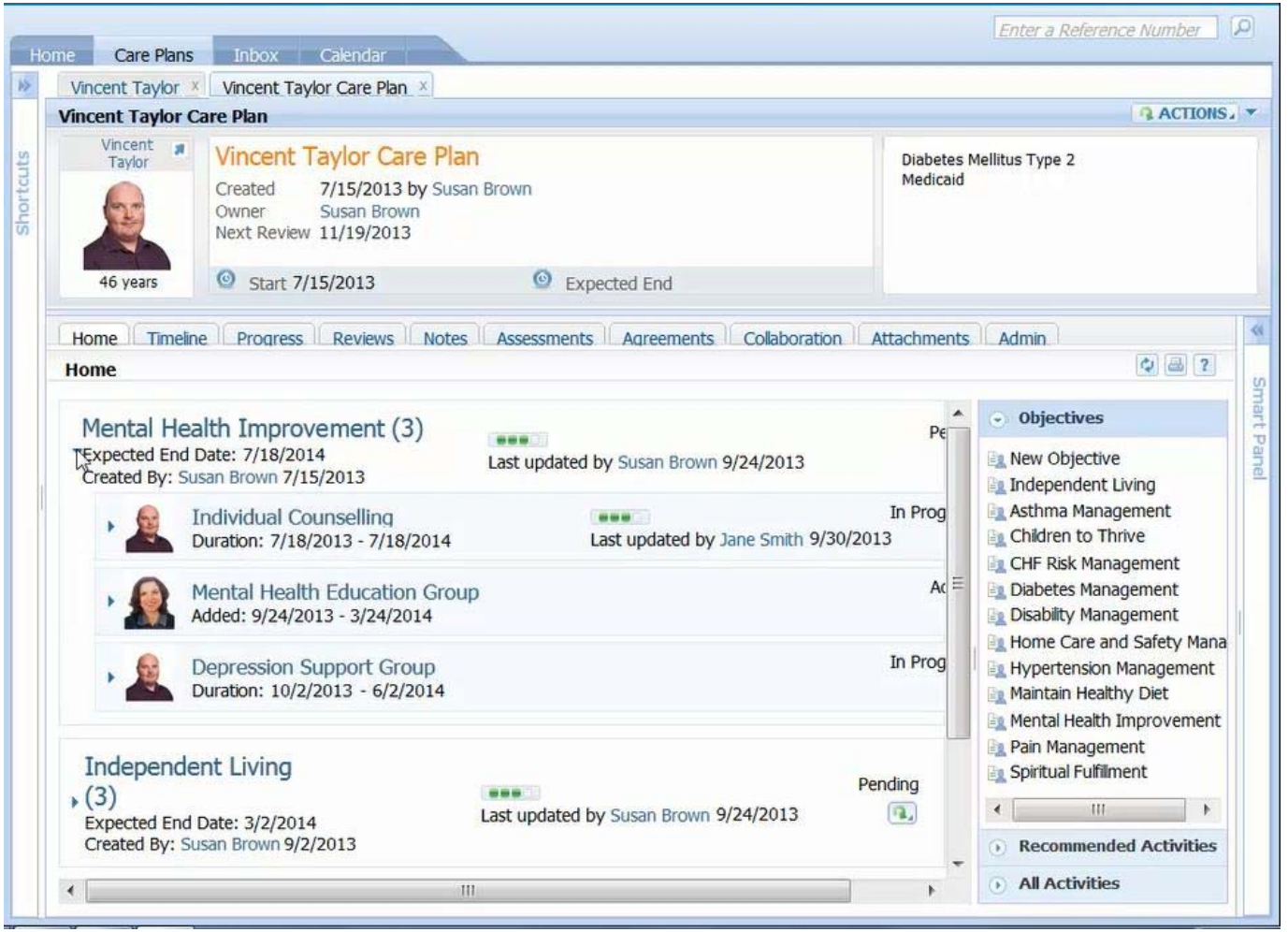

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MAPP Implementation Plan (IPP)

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MAPP – IPP & Performance Dashboards

- As the Independent Assessor, PCG is charged to interface with Salient and CMA in tandem with NYSTEC

- Identify business needs based on translation of the **Standard Terms and Conditions** (STCs)
  - STCs require quarterly reporting to monitor PPS performance throughout DSRIP
  - Quarterly reports will be used to evaluate the earning of Achievement Values, which translate into DSRIP payments
  - MAPP IPP is the tool built to facilitate this reporting process and will be used throughout the life of DSRIP

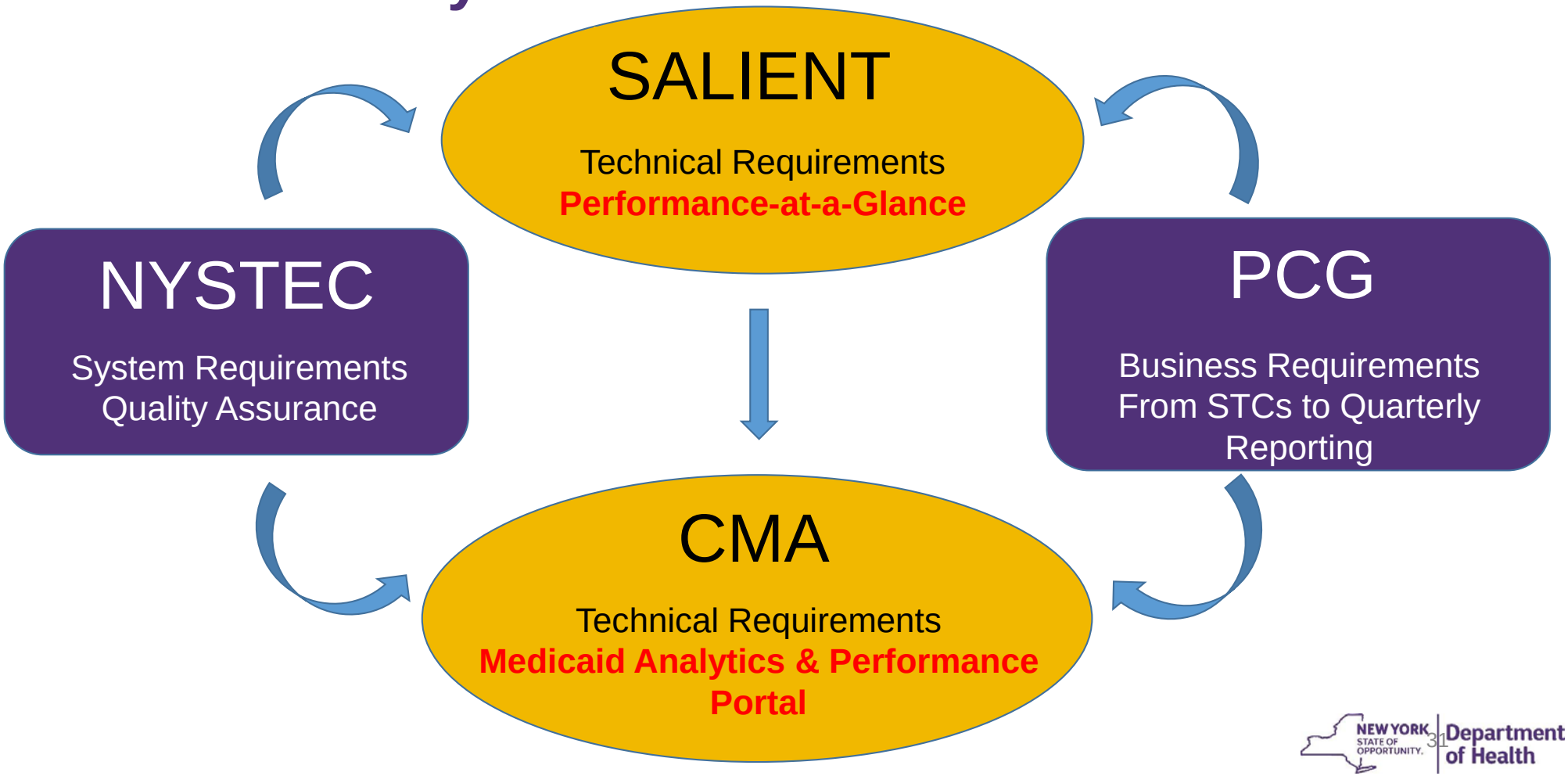
- Develop and design business and functional requirements for the Implementation Plan Project (IPP) reporting and Performance-at-a-Glance dashboard applications
  - Perform user acceptance testing and support quality assurance processes

MAPP – IPP & Performance Dashboards

- CMA
  - Program, develop, and maintain the IPP application
  - Support tool from end user standpoint (technical, not content, support)
  - Resolve defects and/or performance issues with the application

- Salient
  - Program, develop, and maintain visual analytics platform for ongoing performance monitoring
  - Design and develop AV and payment scorecard for official quarterly report performance results

Who are the Players?



Recent Highlights & Looking Forward

JUL 2015

- IPP DY1 Q1 reports to baseline PPS Organizational and Project planned activities submitted

OCT 2015

- IPP DY1 Q2 reports due - begins process of PPS ongoing quarterly activity updates
- PPS to submit Organizational work plan steps for Workforce
- New functionality released to allow for PPS/IA interaction within the IPP tool

JAN 2016

- IPP DY1 Q3 reports to include integrated functionality with Network Tool
  - Selection of providers participating by project
  - Ability to identify providers when Domain 1 Project Requirements are completed
- Workforce ongoing reporting
- Performance at a Glance Accountability View to Go-Live

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Recent Highlights & Looking Forward

- **In the Pipeline for April 2016 & Beyond**
  - IPP DY2 reports complete transition to ongoing updates
  - Performance at a Glance Scorecard View to Go-Live
  - Statewide Performance View
  - Primary Care Roadmap incorporated into MAPP

- **We want your feedback on IPP!**
  - We understand the need to constantly re-evaluate and make improvements to these applications that are meant to be efficient and effective state-wide tools throughout DSRIP
  - Please circulate any usability and/or functional systems improvements you would like to see through your Performance Facilitator

IT Target Operating Model Project Overview

IT Target Operating Model Project Overview:

To assist with adaptation to the new IDS environment, the DSRIP Support Team (DST) is collaborating with PPSs to define an IT Target Operating Model

OBJECTIVE

- **Generate a holistic target operating model:** Generate patient-centric scenarios to demonstrate target state use cases that align with the goals of the 2 selected DSRIP projects **(2.a.i & 3.a.i)**
- **Identification of system requirements:** Assist PPSs to extract detailed system requirements needed to comply with DSRIP project requirements and enable an integrated delivery system

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SCOPE

- **Focus on 2 foundational DSRIP Projects:** Projects 2.a.i and 3.a.i were specifically selected for elaboration because they provide the building blocks needed to enable the majority of additional DSRIP Projects
- **Development of comprehensive scenarios:** Leveraging a detailed capability model allows us to craft a select number of patient-centric scenarios that will provide wide-ranging coverage of required capabilities needed in an IDS target state
- **Validation with a variety of PPSs:** An agile development method will be used to incorporate feedback from multiple PPSs that were selected based on the complexity and diversity of their target state

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APPROACH

- **Conduct pilot design sessions:** A series of design workshops will be conducted with 6 pilot PPSs to review each scenario and complimentary models and requirements
- **Generate DSRIP specific IT TOM:** Each pilot PPS will be provide feedback on needed capabilities, requirements and other design elements to create an IDS target operating model
- **Share observations and findings:** Throughout the project we will share results with the DSRIP community, and upon conclusion produce deliverables that can be used by all PPSs

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IT Target Operating Model Master Toolkit for PPSs

The Enterprise Reference Architecture will help to integrate DSRIP specific polices and scenarios to provide PPSs with a DSRIP IT Target Operating Model toolkit of deliverables to accelerate PPSs path to transformation.

Integrate

- An aggregation of DSRIP, PCMH, MU, and HIE policy requirements from authoritative state and federal sources
- Validate findings with diverse pilot PPSs

Configure

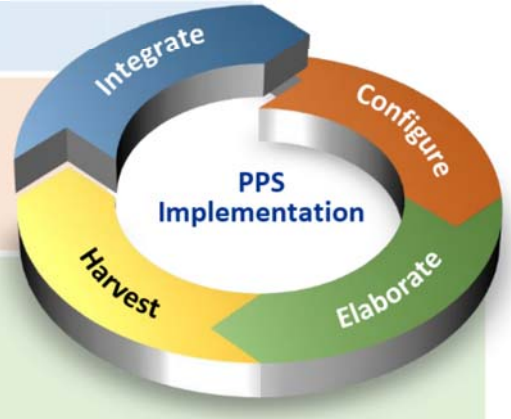
- Baseline of supporting reference models for PPSs to reuse, including:
  - Business Operating Models
  - System Operating Models
  - Requirements Traceability Matrix
  - High-level Use Cases

Elaborate

- Blueprints for individual PPSs to elaborate, including:
  - Business Requirements Definition Report
  - System Requirements Report
- Aids for engaging key Stakeholders throughout the process, including:
  - Subject Matter Professional Workshop Schedule
  - Presentation Templates for Sessions

Harvest

- Monthly knowledge sharing across PPSs through on-going feedback sessions



Benefits to PPSs

- Accelerate individual PPSs technology development
- Use Cases for Project DSRIP along with capability Use Cases for Project 3.a.i
- Technology requirements focusing on System transformation
- Business and policy requirements will be linked to given scenarios
- Provides PPSs with baseline toolkit to navigate transformation

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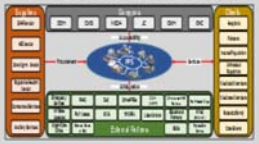
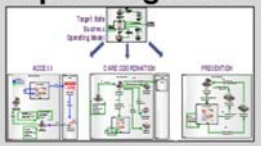
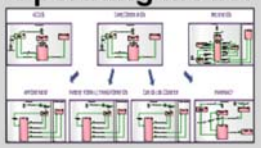
Summary of the IT TOM Toolkit Components

IT TOM TOOLKIT

Business Requirements Definitions (BRD)

Business Context Model	Target Business Operating Model	Process Flow Steps	Capabilities
			

System Requirements Specifications (SRS)

System Context Model	Target System Operating Model	Use Cases	System Requirements
			

ADDITIONAL STEPS
TO BE DEVELOPED BY THE PPSs

Context Templates

- **Semantic Diagrams**
- **Activity Diagrams**
- **State Transition Diagrams**

Test Cases

- **Gap Analysis**
- **Roadmap**
- **Data Requirements**

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