COMMUNITY PARTNERS OF WNY

Performing Provider System

Presentation to Community
March 24, 2017

Director, Project Management Office
Amy White-Storfer, MBA, PMP

Director, Clinical Programs
Phyllis G.M. Gunning, MPH

PPS Overview

- Attribution: 81,000 patients (approximate)

- Current DY2 operating budget: $11 million
  - Projected operating budget for DY3: $14 million

- Categorized as a "small" PPS by NYS Dept of Health
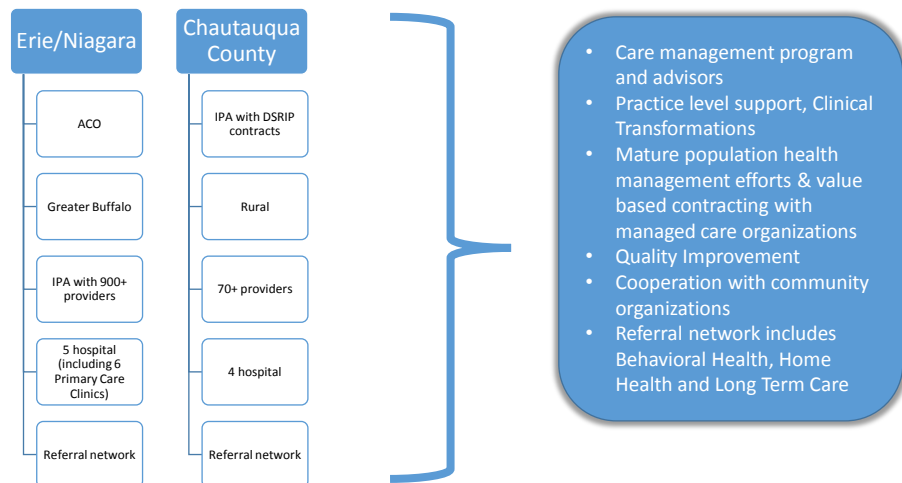
Community Partners of WNY PPS

Midpoint Assessment Recommendations

- Findings were as expected
  - Organizational Level (2)
  - Project Level (6)

- Analysis by IA and its process provided opportunities to enhance partner involvement and participation.
- The analysis itself was received positively by the network.
- CPWNY was noted as performing especially well in the area of funds flow to partners and community and low administrative and project management costs.

Community Partners of WNY PPS

Organizational Recommendation-Engagement

Erie/Niagara

- ACO
- Greater Buffalo
- IPA with 900+ providers
- 5 hospital (including 6 Primary Care Clinics)
- Referral network

Chautauqua County

- IPA with DSRIP contracts
- Rural
- 70+ providers
- 4 hospital
- Referral network

- Care management program and advisors
- Practice level support, Clinical Transformations
- Mature population health management efforts & value based contracting with managed care organizations
- Quality Improvement
- Cooperation with community organizations
- Referral network includes Behavioral Health, Home Health and Long Term Care

Community Partners of WNY PPS

Partner & Provider Engagement: Key Elements

- Provider engagement is often with partners' established contracting entities with strong trust relationships.
  - Umbrella organizations like large scale hospital systems, IPAs, physician networks
  - Care coordination and care management are often centralized resource models
- New contracts for project related deliverables are where highest levels of engagement are.
  - Often new project related funds flow equals "engagement"
  - Highest engagement also includes partners collaborating on common goals
    - PCMH efforts
    - Patient feedback initiatives
    - Placement of Community Health Workers, Social Workers, Patient Navigators

Community Partners of WNY PPS

CBO engagement partnerships: Key Elements

- Hospital Community Benefit programs
  - Support established relationships
- Faith Community Nursing
  - Congregational Health Promoters, awareness of nursing in faith community
- Food Security
  - Reviewing proposals near high volume Medicaid locations
  - Expansion of weekend food security programs
- Program leadership led by P2WNY and Chautauqua County Health Network (CCHN)

Community Partners of WNY PPS

Project Level Recommendations
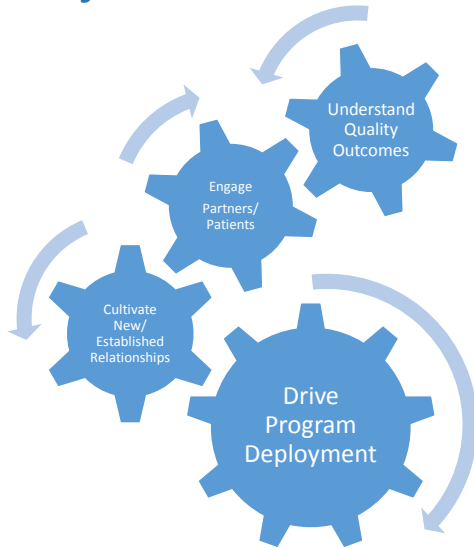
Emergency Department Triage
- Electronic systems
  - Direct primary care clinic scheduling
  - Care management module
- Connecting patients to primary care
  - Patient Navigators--Embedded at high-volume Medicaid Emergency Departments
  - Call center—Phone follow up
  - Referrals to Health Home, Care Management
- Relationships-strong support from ED and clinic leadership

Maternal & Child Health
- Community Health Worker model in Erie County
- Employed by CBO, embedded at high-volume Medicaid primary care clinics
- Patient support "beyond the walls" of the clinic

Plans for Expansion

(Diagram gears: Understand Quality Outcomes; Engage Partners/Patients; Cultivate New/Established Relationships; Drive Program Deployment)

Community Partners of WNY PPS

Project Level Recommendations

Palliative Care Integration in Primary Care

- Focus will remain on supporting practices to integrate the palliative conversation into the primary care visit and interactions
- Address improvement of data collection at PCP sites for diverse modes of providing care and counseling. Referrals are one type of engagement, others include but are not limited to:
  - symptom management
  - advanced care planning
  - completion of a MOLST form
- Process improvements include but are not limited to:
  - secure texting across care team
  - algorithm for identifying patients

Community Partners of WNY PPS

Project Level Recommendations

Telemedicine
- In-sourcing solutions
    - Rural Hospital seeks in-sourcing for cardiac professionals with Catholic Health
    - OB/GYN providers in-sourcing for Maternal Fetal Medicine ultra-sound consults with WCA hospital in Jamestown, NY
- Assess barriers and explore ways to enhance DSRIP initiatives
    - Open RFP—April 7 deadline
    - Behavioral health/primary care integration
    - Emergency department triage/prevention
    - Working with intellectually & developmentally disabled

Community Partners of WNY PPS

Systematic Areas of Concern

Identified by patients and staff at Primary Care

Supported by Community Needs Assessments

- Transportation
    - Limited public solutions
    - Constraints on Medicaid Services (MAS) for some constituencies
- Other, which translate to Health Home recruitment:
    - Food security
    - Housing
- Other, Regulatory Concerns
    - CMS Article 28/31
    - NYS Telemedicine

Challenges provide opportunities for supporting community benefit programs and outreach to CBOs

'It Is Horrible:' Lackawanna Residents Take Bus Service Complaints To NFTA

By Rebecca Vogt
Friday, January 20, 2017 at 07:04 AM EST

Community Partners of WNY PPS

Highlight: Behavioral Health (BH) Integration with Primary Care (PC)

- Location of BH counselor in PC sites
  - Private partnerships with substantial Medicaid volume
    - One of these partnerships including local government unit in Niagara County
  - Hospital based PC clinics (Article 28)
    - DSRIP offsetting the cost due to lack of clarity on billing
- Fully integrated site with private PC and BH partnership
  - Long term budget is 100% sustainable in 3 years
- Support mobile BH units

Community Partners of WNY PPS

Highlight: Prevention Programs (Domain 4)

Promote Emotional, Mental, and Behavioral Well-Being (4.a.i.)

- 2016-2017 school-based programs are in progress
- "Just Tell One" public awareness campaign
- Partnership with Millennium for maximum community impact

Just Tell ONE .org

Community Partners of WNY PPS

Highlight: Cultural Competency/Health Literacy (CC/HL)

- CCHL incorporated into CPWNY projects
- Key collaborations that support CPWNY CCHL strategy
  - Community Health Worker Network of Buffalo
- Community-based initiatives to reduce disparities
  - Focus groups in each counties
  - Self Management education
- Key next steps
  - Working with regional multi-cultural committee for long-term sustainability

Community Partners of WNY PPS

Highlight: Value Based Payment Education

- CPWNY formed a Value Based Payment (VBP) Work Group as a sub-committee of the CPWNY Finance committee
  - Actions informed by partner survey
- Leveraging collaborative community education with Millennium. Focus on key areas:
  - Primary care providers/practices
  - Behavioral Health providers – Mental Health and Substance Use Disorder
  - CBOs focused on Social Determinants

Community Partners of WNY PPS

Workforce Transformation Update

- Multiple workforce shortages due to the lack of qualified professionals in the area and attrition. These shortages are expected to carry through the DSRIP initiative.
  - Recruitment and retention activities by network partners are opportunities to share effective strategies
- Work to date has identified trainings/skill development needs.
    - use of computer aided learning
- Reinforcing communication between (between State and PPS as well as PPS and facility)
  - Positive feedback on DSRIP 101 video
  - Planning and shared activity on workforce with Millennium and Rural-AHEC help reinforce goals of DSRIP

Community Partners of WNY PPS

Thank you!

wnycommunitypartners.org

Our Winter 2016/2017 newsletter:

http://wnycommunitypartners.org/wp-content/uploads/2016/12/Winter-Newsletter-2016.pdf

Spring 2017 newsletter released March 29!

Telemedicine RFP (submission deadline April 7):

http://wnycommunitypartners.org/2017/02/23/request-for-proposals-dsrip-project-2cii-telemedicine/