

## NewYork-Presbyterian PPS Newsletter

Welcome to the September 2016 NYP PPS newsletter. We hope you enjoy the updates!

### **NYP PPS Collaborator Symposium:**

The NYP PPS hosted its second biannual Collaborator Symposium on Thursday, September 15, 2016, which used a case study framework to explore how best to address barriers to improving community health. Participants were tasked with identifying opportunities to leverage PPS assets to sustainably address patient barriers. Themes generated at the symposium included:



- Ensuring that care delivered is patient-centered
- Developing systems for coordination of care and how best to seamlessly coordinate across all PPS providers
- Looking at ways to streamline assessments
- Taking a population approach to delivery of care
- Enhancing communication and collaboration
- Providing culturally competent care

NYP PPS collaborators who would like to participate in the planning of the next symposium should e-mail [ppsmembership@nyp.org](mailto:ppsmembership@nyp.org).

**Healthify 102:** As a follow-up to August's webinars, we are pleased to share **Healthify 102** with the PPS network. This is a set of frequently asked questions regarding Healthify, NYP's proposed vendor for a web-based community resource directory. **Healthify 102** covers who is eligible to use the tool, when it will be available to the network, the onboarding process and more. Please click [here](#)



to read the document.

**NYP PPS Stakeholder Toolkit:** The PPS is pleased to share the NYP PPS Stakeholder Toolkit, a set of materials created to help explain the basics of the DSRIP program and provide an overview of the NYP PPS. In the toolkit, you will find the following:

- NYS DSRIP and NYP PPS Fact Sheet
- NYP PPS Project Descriptions
- NYP PPS Collaborator Listing
- NYS DSRIP and NYP PPS FAQs
- NYS DSRIP and NYP PPS PowerPoint
- Healthix FAQs

The toolkit can be found at this [link](#) on the NYP PPS website. If you have recommendations for other materials you would like to see in the toolkit, please e-mail us at [ppsmembership@nyp.org](mailto:ppsmembership@nyp.org).

**Resources and Events:** Please see the following resources and events which will hope will be of interest to our collaborators:

- The United Hospital Fund and GNYHA Foundation, in collaboration with leading health research organizations in New York, are hosting their *27th Annual Symposium on Health Care Services in New York* on Tuesday, November 15, 2016. Registration is open [here](#).
- NYHealth recently launched its *2017 Special Projects Fund Request for Proposals*. These awards are one-time, nonrenewable funding opportunities consistent with the Foundation's mission to improve the health of all New Yorkers but that are outside of its main priority areas. More information can be found [here](#).
- The State has a new monthly newsletter called the *DSRIP Digest*, which includes news, upcoming events and highlights of success stories of PPSs and the projects that they are implementing across NYS. Issues of the Digest can be accessed [here](#).

**New York State DSRIP Statewide Learning Symposium:** From September 20-22, 2016, members of the NYP PPS management team were joined by NYP PPS collaborators in Syracuse, NY for the *New York State DSRIP Statewide Learning Symposium*. Presentations focused on CBO engagement, performance measurement, innovative care delivery strategies, and best practices for larger-scale system change efforts. The NYP PPS was pleased to sit on two panels, including:

- "PPS Communication Strategies," where Lauren Alexander, Manager of

DSRIP Community Relations, joined colleagues from several other PPSs to explore strategies and tools for effective communication and education across PPS partners.

- "Piloting Care Plan Exchange," where Patricia Hernandez, Manager of Team-Based Care, and representatives from Greater New York Hospital Association, Healthix and several other PPSs discussed successes, challenges and lessons learned from an early-stage pilot of care plan exchange.



**Collaborator Spotlight:** This month we are pleased to feature **ArchCare**, the continuing care community of the Archdiocese of New York, which offers a number of remarkable services to the community.

### **ArchCare at Terrence Cardinal Cooke**

**(TCC)** delivers exceptional care to people with diverse health and social needs. TCC, a 5 star-rated facility based on CMS's Five Star Quality Rating System for 2016, exceeds national and state benchmarks for re-hospitalization and emergency department visits. The skilled nursing and rehabilitation center offers expert care to help patients transition from the hospital to home following a serious illness, injury or surgery. They also provide specialty services for people with HIV/AIDS, Huntington's disease, neurological impairments and End-Stage Renal Disease.



- The **156-bed HIV/AIDS unit** is a nationally recognized center of excellence and one of the largest in the country.
- The **48-bed Huntington's unit** is a recognized leader in degenerative neurological disorder.
- The **Dialysis unit** provides patients the ability to receive hemodialysis on-site.
- The **54-bed Specialty Hospital for Children** provides comprehensive medical and skilled nursing care to children and young adults with profound neurological impairments and other complex medical conditions.

**ArchCare Senior Life**, a Program of All-Inclusive Care for the Elderly (PACE), is

an alternative to a nursing home that delivers all the services seniors and special populations need to stay healthy and safe, while living independently or with loved ones. ArchCare Senior Life coordinates all medical needs, 24/7. Care is provided in the PACE center clinics by primary care physicians, nurses and other professionals who specialize in the health needs of seniors or through one of their community-based contracted primary care physician practices. This team also includes clinical and social services professionals who specialize in caring for patients with intellectual and developmental disabilities. PACE offers comprehensive benefits including:

- Primary care
- Dental and specialist care
- Emergency room and hospital stays
- Meals
- Social services
- Home health aides
- Adult day programs
- Transportation
- And many others

Finally, ArchCare is committed to the community, offering considerable support through the **ArchCare TimeBank**, a free community resource that supports meaningful connections between volunteers to address their health and social needs.

To learn more about ArchCare, visit [www.archcare.org](http://www.archcare.org); for TCC, click [here](#) or call 212-360-1000; for ArchCare Senior Life, click [here](#) or call 866-263-9083; for ArchCare TimeBank, click [here](#), call 844-880-4480 or e-mail [archcaretimebank@archcare.org](mailto:archcaretimebank@archcare.org).

**Project Spotlight - Special Kids Achieving Their Everything (SKATE):**

The NYP PPS Pediatric Ambulatory ICU Project, named SKATE, aims to improve care and health outcomes for high-risk and high-cost pediatric populations, who are under the age of 21 and have complex care needs. This project has made some major achievements in the past five months since they were last featured. These include:

- Hiring all necessary staff, including four Registered Nurse Care Managers, two Pediatric Psychiatric Nurse Practitioners and five Community Health Workers (CHWs).
- Achieving integration of Interdisciplinary Teams (IDTs) to deliver comprehensive, coordinated team-based care.

- Creating stratified patient registries which are used by Care Managers to track patient visits, improve the system for follow-up and monitor Emergency Department and inpatient admissions. These are now available at all NYP Ambulatory Care Network Pediatric Practices.
- Creating IT enhancements and workflows to help streamline and improve referral processes.
- Planning for the extension of evening hours and weekend clinic hours.
- Hosting quarterly project steering committee meetings, which consist of representatives from NYP and PPS collaborators and are a forum to provide updates, discuss outcomes of the program and identify new opportunities to improve care. Most recently, the project invited the Collaborative for Children and Families (CCF), a pediatric health home, to present their services.
- Engaging community collaborators, including the Fort George Community Enrichment Center, Coalicion Mexicana and Northern Manhattan Perinatal Partnership, in the hiring and training of Community Health Workers. Over 30 patients have been referred to CHWs since the program began. The project has also engaged New York Legal Assistance Group (NYLAG), St. Mary's Healthcare System for Children, Association to Benefit Children and Blythdale Children's Hospital to discuss collaboration opportunities. In addition, collaborators have presented their programs at on-site Interdisciplinary Team (IDT) meetings, which has led to increased use of their services.

### **Staff Spotlight - Andrew S. Missel, MPH:**

We are excited to introduce Andrew Missel as one of the newest members of the NYP PPS team. In his role as Manager of DSRIP Strategy and Project Management, Andrew will be driving improvements to the operational infrastructure for DSRIP in the areas of progress reporting, project management, change management, stakeholder engagement and performance measurement. Since joining the team in August 2016, Andrew has already identified opportunities to align the PPS's achievement of New York State milestones across projects. He is also working on developing plans to prepare the PPS for the pay-for-performance period.



Andrew graduated from the Yale School of Public Health in conjunction with the Yale School of Management in 2011, earning his Master of Public Health (MPH) degree with a concentration in Global Health. While there, he completed a

fellowship in clinical operations improvement in Pretoria, South Africa. He also holds a Bachelor of Science degree in Health Science and Community Health Education from the University of Arizona. Prior to joining NYP, Andrew served for four years as Manager of Community Health Engagement Operations and as a Project Manager at Trinity Health located in Livonia, MI. During this time, he worked on a very broad set of programs. This included fielding two Agency for Healthcare Research and Quality (AHRQ) Culture of Patient Safety Surveys, developing the organization's first enterprise strategy for Ambulatory Care Management and training staff Registered Nurses to become Complex Care Managers. Finding an additional outlet for his desire to advance growth and development for nursing, Andrew had the opportunity to author a book chapter on measures of success for quality improvement initiatives: *Project Planning & Management: A Guide for Nurses and Interprofessional Teams, Second Edition*. Andrew is a native of Phoenix, AZ and a recent transplant to New York City. In his spare time, he enjoys hiking and backpacking, cooking and reading comics.

**PAOP Visit:** On Tuesday, November 15, 2016, the NYP PPS will be visited by members of the Project Advisory and Oversight Panel (PAOP), the consumer and health system stakeholder advisory group that provides ongoing oversight and monitoring of the DSRIP program. As part of this oversight, 2-3 PAOP members will be visiting each of the 25 PPSs across the State. The visit, which will include members of the PPS, will be an interactive discussion on implementation progress, successes, challenges, PPS network performance, and engagement with community partners.

**Independent Assessor (IA) Visit:** As part of the midpoint assessment review process, the IA will visit the NYP PPS on Wednesday, October 5th. The onsite audit will be used to assess the PPS's overall progress toward meeting DSRIP goals. Specific areas that the IA Team will focus on during the visit include governance, cultural competency/health literacy, performance reporting, financial sustainability and expanding access to primary care.