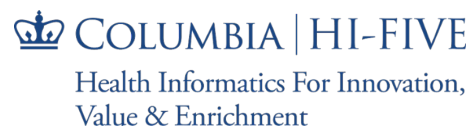


New York-Presbyterian Performing Provider System

Welcome to the August 2017 Newsletter.
We hope you enjoy!

Take a look at these resources from the PPS by simply clicking on the logo!

[NYP PPS Training Center](#)



NYP PPS Cultural Competency & Health Literacy Workgroup 2017 Training Conference:

***Instituting Agency Transformation for LGBTQ+ Inclusion: Understanding
Disparities, Addressing Needs, and Implementing Change***

[Click here to REGISTER NOW!](#)

**Free CME credits will be provided for eligible participants!
Morning refreshments and lunch will be provided.**

*Application Deadline has been extended: 5:00 p.m. (EST), September 1, 2017
Submissions will be reviewed on a rolling basis. Please reach out directly if you or your*

colleagues would like to submit an application but may need more time.

For easy online submission, please use the following links:

[Resource Table Requests](#)

[Call for Poster Abstracts](#)

We ask that you share this event and presentation opportunities with any colleagues you think would be interested in participating and attending. [See our website](#) for more information about this event and other resources.

NYP Emergency Department Improvement Retreat

Earlier this month, members of the NewYork-Presbyterian Hospital Division of Community and Population Health facilitated an "Emergency Department Improvement Retreat" with Hospital Emergency Department and PPS member leadership to discuss opportunities to reduce potentially avoidable ED utilization across the continuum.

The retreat was the culmination of a three month discovery process, led by a workgroup inclusive of project managers, clinical leads, and PPS collaborators. The discovery process included 28 structured interviews with hospital and community leadership, 14 frontline staff focus groups, 100 patient chart reviews, review of Medicaid Hospital data, consultation with ED and outpatient physicians, as well as patient interviews. Four main themes emerged: Access to care, Communication between providers and patients, Care Coordination, and Specific Diagnoses/Social Determinant Needs of high utilizers. These key areas served as the pillars for discussion and idea generation at the retreat.

The retreat was attended by 46 leaders who represented many areas of the Hospital and community. The event was kicked-off was delivered by both David Alge, SVP of the Division of Community and Population Health, and Dr. Laura Forese, EVP and COO of NewYork-Presbyterian Hospital. Their shared message was to acknowledge that our patients' care does not end in the walls of the hospital and that there are opportunities to strengthen our processes and partner with agencies outside of the hospital in order to improve the health of our patients.

The team structured the event using techniques and principles that were learned through participation in the Medicaid Accelerated eXchange (MAX) Series. The retreat attendees participated in a rapid fire solutions brainstorming and prioritization exercise; this resulted in the generation of the following actionable plans and initiatives:

- Standardizing ED Risk Stratification and Processes
- Expanding Healthify to Care Coordination and Social Work Departments
- Developing a Healthix strategy at patient admission
- Embedding CBO's in ED to provide on-site and post-discharge services
- Distributing cellphones to high-risk patients in order to be able to engage and connect them with care
- Scoping out Project Emergency Medicine Best Results Across Care Environment (E.M.B.R.A.C.E, A pilot to embrace patient with high utilization who suffer from substance use disorders, primarily alcohol, and capture them into treatment options)
- Developing process to identify and notify Primary Care Physician/Out-Patient provider identification of ED visit and transfer discharge summary

The team would like to thank all of those in attendance for their participation. They also would like to thank the community providers whose collaboration and contributions to

the discovery process and retreat were invaluable: Rob Basile, CEO of Metropolitan Center for Mental Health; Betty Cheng, EVP and COO of Charles B. Wang Community Health Center; Susan Dan, Deputy Director of Project Renewal; Henie Lustgarten, Housing Consultant; Alissa Wassung, Director of Policy and Planning at God's Love We Deliver.

We will continue to keep the PPS updated as these new initiatives progress.

PPS Substance Use Disorder Workgroup Introduction

In February 2017, a Substance Abuse Symposium was held in order for the NewYork-Presbyterian Hospital and community providers to learn more about Substance Use Disorder (SUD) Services available in the community. The following agencies presented: The Alliance for Positive Change, Argus Community, Inc., The Bridge, BrightPoint Health, CREATE Inc., Metropolitan Center for Mental Health - FAIR Program and Project Renewal. This symposium also presented the opportunity to think through barriers that both providers and patients face when trying to engage in these services. As a result of this meeting, the agencies who presented agreed to form a workgroup where these barriers could be addressed.

The goal of the network is to develop a shared network of resources to address barriers in care; seal gaps in service delivery; engage trade associations, government agencies and funding opportunities.

The SUD Workgroup has met monthly since May and has grown a bit since the initial meeting. Now there is representation from St. Christopher's Inn, Grace Square Hospital, and St. John's Riverside Hospital. There will be new members joining in September from Realization Center, ACACIA and Washington Heights CORNER Project.

In this initial phase, the workgroup has focused on understanding the services that all of the member agencies provide in order to become a substance abuse network. As a result, we have planned to hold meetings at a different community agency's site each month so that members can become more familiar with the facility and staff with whom patients and clients will interact. We also are building a directory resource for the group so that everyone has all the information needed to help providers help patients and clients access the appropriate services. We have also begun to think through Narcan trainings for providers, patients, and clients. The group feels that this training would help our community be empowered to combat the current opioid epidemic and save lives if needed.

Next Meeting: September 20th from 2pm - 3:30pm.

For any questions about the group please contact:

Matt DeMasi
Mtd9025@nyp.org
347-931-4311

Mary Hanrahan
Mhanrah@nyp.org
917-886-1086

New! Peer to Peer Education Forums about new Medicaid Offerings Now Available Across NYS

The New York Association of Psychiatric Rehabilitation Services (NYAPRS) and their partners at the Mental Health Empowerment Project and the Alcoholism and Substance Abuse Providers of NYS are very pleased to announce the launch of a new statewide initiative aimed at educating and encouraging eligible Medicaid members to enroll in Health and Recovery Plans and Health Homes and to make use of newly available Home and Community Based Services.

NYAPRS peer educators are now available to come to program and community settings and engage in an informal and interactive discussion about the new choices enrollees with more extensive behavioral health conditions.

The project is funded by the Office of Mental Health and has been developed with guidance from OMH, the Office of Alcoholism and Substance Abuse Services, the Department of Health and the NYC Department of Health and Mental Hygiene.

Please use the contact information in the flyer below to check if you're eligible to receive these benefits or to schedule a forum in your area!

NYAPRS will be regularly announcing the date, time and site of the forums for your convenience.

GOOD NEWS

*for Eligible Medicaid Enrollees!**

STATEWIDE

PEER-TO-PEER

EDUCATIONAL FORUMS

ARE NOW AVAILABLE IN YOUR AREA!



Learn How You Can:

- Get a new group of peer and family support, work, school and transportation services that are now available to you!
- Take a fresh look at your health, work, social and other personal goals!
- Meet with someone who can help your providers to work more closely together to help you achieve them!

**You may be eligible for these services if you have made extensive use of Medicaid funded mental health and substance use related services over the past few years.*

WE WANT TO HELP!

We can come to your local mental health, substance use and medical treatment and rehabilitation agencies and programs, social centers, houses of worship, libraries, shelters and a variety of other community settings.



CONTACT US TODAY

TO SCHEDULE A
GROUP PRESENTATION!

Call NYAPRS at 518-621-1347 or
Email us at eileenc@nyaprs.org

FOR QUESTIONS AROUND
YOUR ELIGIBILITY OR EXPERIENCE
WITH THESE PROGRAMS

Call our HELP LINE at
MHEP at 1-844-361-8434



DSRIP Independent Evaluator: Upcoming events with PPS Engaged Partners

The DSRIP program Independent Evaluation is mandated by CMS STCs and is conducted by The Center for Human Services Research (CHSR) at SUNY Albany. Over the next few years, the DSRIP program evaluation is aimed to examine the implementation and outcomes of the NYS DSRIP program. This research study is distinct from the role of the Independent Assessor (IA). Key research activities include time-series design, quantitative data analysis and qualitative methods. The qualitative methods include informant interviews, web-based surveys, and focus groups. These qualitative methods require outreach to PPS and to their partners throughout DY3-DY5.

Status of the IE summer 2017 activities: The Independent Evaluator (IE) qualitative team will have completed 25 interviews with PPS senior leadership by August 15. Next summer 2018, the IE will be interviewing PPS project-specific leads and return to the PPS senior leaders in DY5.

Web-Based Partner Survey: In September 2017, the IE will begin a web-based PPS partner on-line survey. The goal of the survey is to capture PPS partner-level insights about DSRIP and project implementation. For partners who are involved in projects with more than one PPS, partners will have the opportunity to report on up to three projects with as many as three separate PPS. For those involved with more than three projects, the IE will ask partners to report on the ones with which they are most closely involved. The survey will be delivered using email and a survey link tool to PPS partners across the state. These web-based partner surveys will be conducted in the fall of DY3, DY4 and DY5.

Provider Focus Group: The provider focus groups will be conducted with selected providers at restaurants or SUNY locations that are centrally accessible to participants. The IE will invite 10-12 providers, grouped by category, to attend 1.5 hour sessions to discuss experiences with the PPS and the DSRIP program launch to-date. Findings will be anonymized.

We hope you have enjoyed this months newsletter!

Sincerely,
NewYork-Presbyterian Hospital Performing Provider System

NewYork-Presbyterian Hospital PPS | ppsmembership@nyp.org | www.nyp.org/pps