



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

NYP PPS Cultural Competency & Health Literacy 2017 Annual Training Conference

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

[Click here to REGISTER NOW!](#)

Through this Cultural Competency & Health Literacy training event, the NYP PPS aims to address institutional transformation for LGBTQ+ inclusion and needs. The formal program includes a panel discussion, round tables, and a keynote address. We will also provide lunch along with an opportunity for networking, sharing resources, and showcasing the outstanding research and work being done regarding the LGBTQ+ community.

**NewYork-Presbyterian Hospital
Vivian and Seymour Milstein Family Heart Center
Riverview Terrace
173 Fort Washington Avenue
New York, NY 10032
October 3, 2017
8:00am-1:00pm**

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

We ask that you share this event with any colleagues you think would be interested in participating and attending. **[See our website](#)** for more information about this event and other resources. The agenda and speaker information will be sent out in advance of the event.

This event is being planned in collaboration with Callen-Lorde Community Health Center, Lenox Hill Neighborhood House, NYC Department of Health and Mental Hygiene Center for Health Equity, NYP/Columbia University Medical Center, NYP/Weill Cornell Medical Center, Services and Advocacy for GLBT Elders (SAGE), and Visiting Nurse Service of New York (VNSNY).

Click **[here](#)** to see the training agenda.

Accreditation Statement

The College of Physicians and Surgeons of Columbia University is accredited by the Accreditation Council for Continuing Medical Education to provide continuing medical education for physicians.

AMA Credit Designation Statement

The College of Physicians and Surgeons designates this live activity for a maximum of 3.0 AMA PRA Category 1 Credits.™ Physicians should claim only the credit commensurate with the extent of their participation in the activity.

New York State Additional Health Performance Program Award

The NYP PPS is excited to announce that it was one of ten PPSs to receive performance funds from the New York State Additional Health Performance Program (AHPP). This program adds an additional \$50 million to the performance pool for each year of DSRIP; AHPP award amounts are based on the distribution of attributed lives for each of the PPSs participating in DSRIP. Base award amounts are constant throughout the length of the program. Within a given year, unearned AHPP funds are redistributed and added to the base award amounts for PPSs that meet the AHPP performance requirements.

The NYP PPS was successful in receiving its base award of \$850K plus an additional \$2.8 million for its improvement in four metrics. Additional details are provided in the attached **New York State notice letter**.

[Click here](#) to view **NYP AHPP Year 2 Award Letter**.

These payments will go to sustaining and expanding the PPS's current quality improvement and programmatic efforts. Details on distribution of performance funds are currently under review by the PPS Finance Committee, and are anticipated for communication in November 2017.

Transitioning from Healthify to NowPow

In an effort to enhance coordination and support around our patients' social needs, the NewYork-Presbyterian Performing Provider System (NYP PPS) has made the decision to move from the Healthify community resource platform to the NowPow platform. The NowPow platform will facilitate patient screening, referrals for social services, and cross-agency communication and collaboration. Several of our peer institutions, including Mount Sinai Health System, Maimonides Medical Center, Health and Hospitals Corporation, and Montefiore have adopted the NowPow systems, providing the opportunity for further collaboration in the future.

This transition will result in improved coordination across clinical and social service sites in our community, as well as enhance staff experience and patient outcomes. The City-wide alignment with a single platform provides a significant opportunity to ensure that patients receive access to the services they need, regardless of the healthcare system in which they receive care.

For those who currently use the Healthify Search tool, you will continue to have access and support throughout this process. However, Healthify implementation efforts at this time will end. Those without current access to Healthify will receive outreach in late October regarding the NowPow on-boarding process. Efforts to transition and train users on NowPow will commence as it becomes available. The NYP PPS aim to rollout NowPow in November 2017.

If you have any questions regarding this transition please email ppsmembership@nyp.org.

Value Based Payment (VBP) University

VBP University is an online, educational resource created to raise awareness, knowledge and expertise in the move to Value Based Payment (VBP).

VBP University Semester 3 Now Available!

VBPU University Connector is Now Available!

Semester 3 is designed to educate users on the topic areas such as Social Determinants of Health, Community Based Organizations, and Contracting VBP. The curriculum for semester 3 includes videos on each of the topics as well as detailed guidance document targeted towards Managed Care Organizations (MCOs), Providers, and Community Based Organizations (CBOs).

To view semesters one, two and three of VBP University, please visit www.health.ny.gov/VBP.

To watch an overview of the VBP University curriculum click here:

http://www.health.ny.gov/health_care/medicaid/redesign/dsrip/vbp_u/docs/vbpu_welcome_overview.mp4

Registration for VBP Bootcamp Now Open!

The VBP Bootcamps are a regional learning series created by the Department of Health to prepare VBP contractors and interested parties such as Managed Care Organizations (MCOs), Providers, Associations, and Community Based Organizations (CBOs) with the knowledge necessary to implement payment reform. The VBP Bootcamp is designed to be an interactive training session that will give participants a thorough understanding of VBP.

The VBP Bootcamp will take place in New York City on October 18, 2017 from 8:00am-5:00pm at the New York Academy of Medicine (1216 5th Ave, New York, NY 10029). This event is free and open to all interested parties. Space is limited and will be on a first come, first serve basis. Organizations are asked to limit participation to no more than four participants.

Below you will find the link to the schedule for the day as well as the description and intended audience for each of the breakout sessions.

- [VBP Bootcamp Schedule](#)
- [VBP Bootcamp Class Description](#)

[Click here](#) to register to this event.

Please note, the VBP Bootcamps are being considered the 4th semester of VBP University. For those who have completed all 3 semester quizzes of VBP University with a passing grade of 80% or higher, you will receive a printed copy of your VBP University diploma at the session you attend. Participation in VBP University is not required to attend a VBP Bootcamp.

Please send any questions to VBP@health.ny.gov.

Substance Use Disorder (SUD) Workgroup

This month's New York Presbyterian Performing Provider (NYP PPS) Substance Use Disorder (SUD) Workgroup meeting was hosted by Sofia Georgioulis and Rob Basile at the Metropolitan Center for Mental Health, FAIR Program. The focus for this meeting was on updates from the State and the opioid epidemic. The group briefly discussed New York State's consideration of the potential of an article 99 license with an expanded flexibility for integrated care. Questions regarding this new license were recorded so as to report back to the State.

Kailin See, Director of Outreach and Prevention Programs at Washington Heights CORNER Project (WHCP), gave an overview of their provided services. Their efforts focus on improving the health and quality of individuals who use drugs. They provide support and services through a participant-driven harm reduction approach. These services include clean syringes, care coordination, advocacy, educational/health referral services, and opioid overdose prevention. WHCP can also provide trainings for other providers to help understand how to better engage and work with people who have a substance use disorder.

Kailin also provided an overview of her experiences with the opioid epidemic in both her previous work in Canada and current efforts in NYC. A discussion ensued on matters such as needle exchange, harm reduction techniques, and the training needed to be able to dispense Narcan for opioid reversal. Kailin also shared her experiences of the dangers of Fentanyl; an extremely potent and deadly opioid which is

also share her experiences of the dangers of Fentanyl, an extremely potent and deadly opioid which is found mixed into not only heroin, but, many drugs. WHCP does testing on batches of drugs and also provides drug testing kits to patients which reveal the actual content of what they are taking. What they have found is that much of the batches of heroin and other drugs are not pure and are mixed with fentanyl. The drug testing kit could provide a valuable teaching moment for clients and patients in helping them to avoid a fatal overdose and engage them in their substance use.

Kailin led a very engaging dialogue, prompting discussions around potential areas for collaboration with collaborators in this group. In the next meeting, there will be a focus on how to use the network's resources to develop pathways to help patients transition to and engage in community care. The SUD workgroup is motivated and feels that there is a lot of potential to make a positive impact for patients in need of substance abuse treatment.

Patients Spoke, the PPS is Listening: Gear-Up for the 2017 Patient Experience of Care Survey

Care providers in DSRIP must balance the priorities of improving the health of the patient population, reducing costs and improving the experience of care (the IHI Triple Aim). Each year, New York State surveys a random sample of 1,500 adult patients from the NewYork-Presbyterian Performing Provider System primary care providers to assess their level of satisfaction with the care provided (CAHPS 3.0 Clinician and Group Survey tool). Last year, 250 patients (20% response rate) completed the survey.

The survey captures feedback in six areas (pgs. 8-10): Overall Rating of Satisfaction, Access to Primary Care, Health Literacy, Assistance with Smoking Cessation, Receiving a Flu Shot and Aspirin Use.

If you are a primary care provider, we encourage you to read this article, share the findings with your teams and discuss ways to improve. Here is a summary of the 2016 survey results:

- Response rate appears low (20%), but is high enough to be statistically generalizable and is not very different from the NY statewide PPS average (10,506 responses, 30% response rate).
- The NYP PPS performed in the lowest 20% of PPS' on every composite metric of overall patient satisfaction (see pgs. 2 and 8 of survey report).
- Demographics of respondents (pg. 11):
 - Largest age group is 55-64yo, similar to NYS distribution (NYP PPS 25.6%, NYS 25.5%);
 - Higher than average proportion of respondents who identify as female (NYP PPS 72.8%) compared to NYS (64.0%);
 - Higher than average proportion of respondents who identify as Hispanic or Latino (NYP PPS 52.7%) compared to NYS (23.2%) and Asian (NYP PPS 25.9%) compared to NYS (8.2%).
- Largest improvement: Access to Primary Care (pg. 13)
 - Statistically significant +8.1% on "Provider is usual source of care."
- Largest declines: Health Literacy & Care Coordination (pg. 13)
 - Statistically significant -8.0% on "Provider usually or always gave easy to understand instructions for caring for illness or health condition."
 - Statistically significant -9.7% on "Provider usually or always explained what to do if illness or health condition got worse or came back."
- Largest absolute change (either direction): Helpful, Courteous & Respectful Office Staff (pg. 13)
 - Statistically significant -10.4% on "Clerks and receptionists usually or always helpful."

How can you help to improve patient satisfaction? **The 2017 survey is happening right now** - from September through November. One powerful way to help is to use this article, the attached survey results and the attached talking points at your next medical provider or in-service training, office staff meeting and/or weekly huddles through November.

[Click here](#) for survey results.


[Click here](#) for talking points.

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

 **NewYork-Presbyterian**
Performing Provider System
Webinars

[NYP PPS Training Center](#)

 **QUALITY**
INTERACTIONS
The key to high-value healthcare

 **COLUMBIA | HI-FIVE**
Health Informatics For Innovation,
Value & Enrichment

 **Healthix**

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