February 2, 2017



FLPPS Mid-Point Assessment Presentation to the PAOP



Carol Tegas Executive Director

FLPPS Team

- Carol Tegas, Executive Director
- Sahar Elezabi MD, Executive Medical Director
- > Erin Barry, Director of Strategic Community Initiatives
- Peter Bauman, Director of DSRIP Operations
- Deb Blanchard, Special Projects Director
- Collene Burns, Director of HR & Org Development
- Juanita Lyde, CC/HL Project Manager
- Meredith Rutherford, Director of Communications
- Courtney Spitz, Controller



FLPPS Partnership Profile

Overall Funds Flow

CBO Engagement

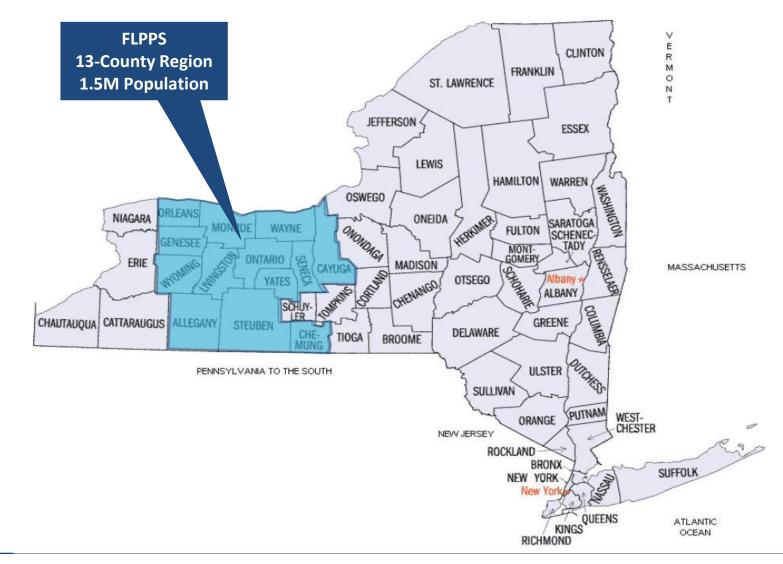
Project Implementation Successes





FLPPS Partnership Profile

FLPPS Partnership

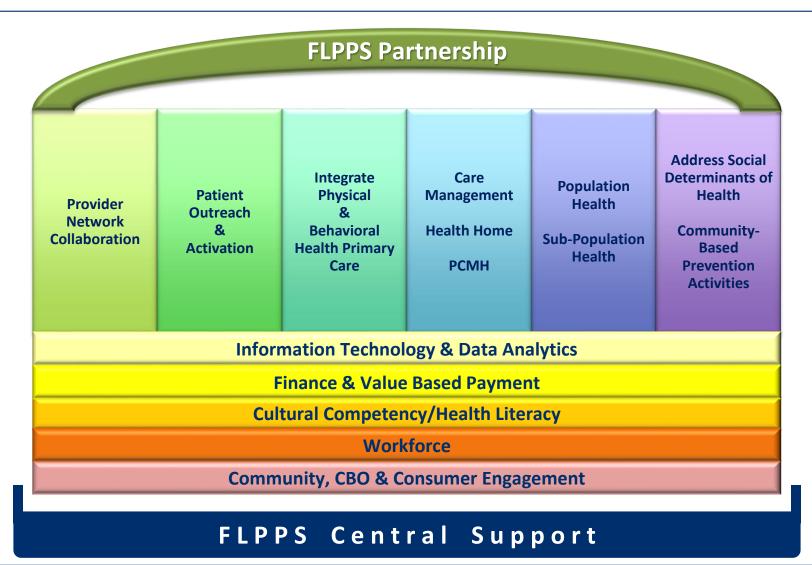


FLPPS Partnership

Health Care is Local

 FLPPS 13-county region is divided into Western Monroe **Finger Lakes 5** Naturally Occurring **Care Networks** ORLEANS (NOCN) ROCHESTER SYRACUSE SENECA **OBUFFALO** STRUBEN **ELMIRA** Southern Southeastern

Key Pillars to Support the Partnership



FLPPS Projects

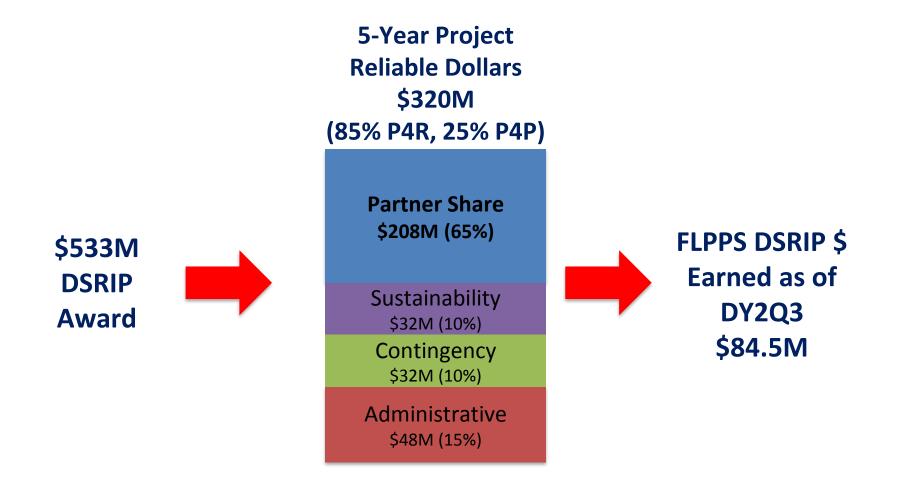
2.a.i	Integrated Delivery System
2.b.iii	ED Care Triage
2.b.iv	Care Transitions
2.b.vi	Transitional Supportive Housing
2.d.i	Patient Activation
3.a.i	Integration of Behavioral Health and Primary Care
3.a.ii	Crisis Stabilization
3.a.v	Behavioral Interventions Paradigm in Nursing Homes
3.f.i	Maternal & Child Health
4.a.iii	Strengthen Mental Health/Substance Abuse Infrastructure
4.b.ii	Increase Access to Chronic Disease Prevention & Care
FLPPS FINGER LAKES PERFORMING PROVIDER SYSTEM 8	





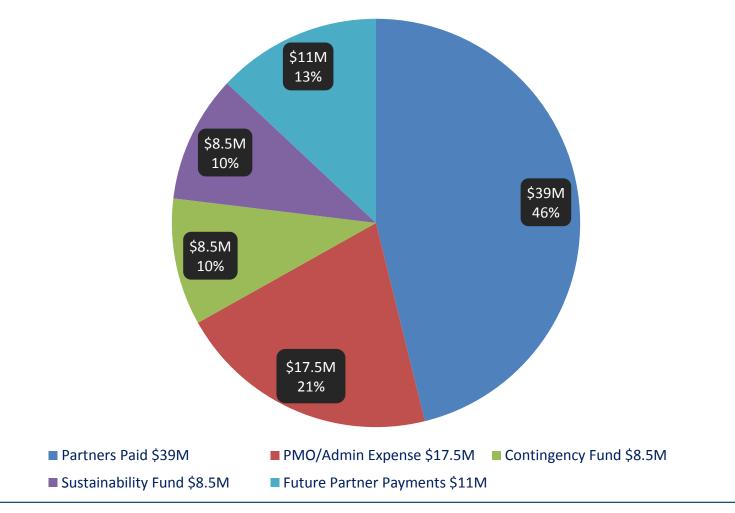
Overall Funds Flow

FLPPS Reliable Dollars Budgeting

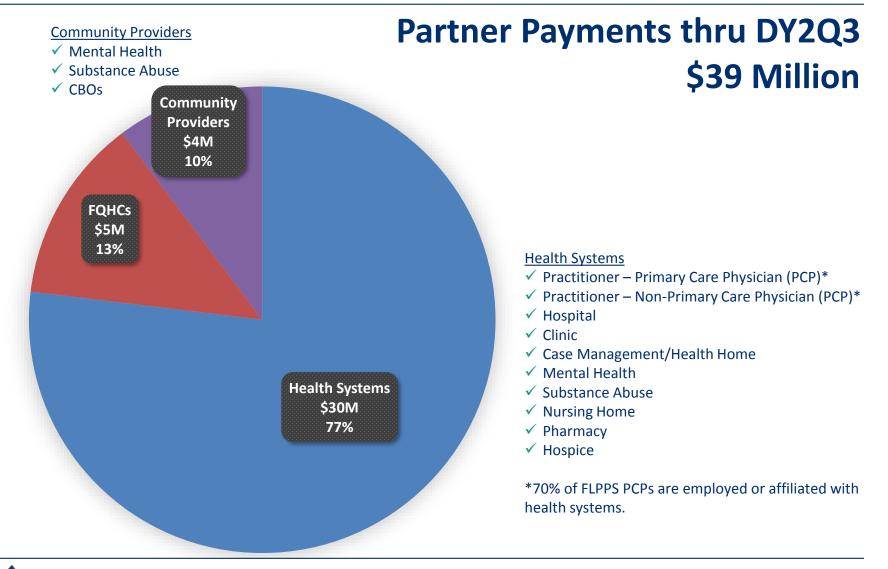


FLPPS Disbursements as of DY2Q3

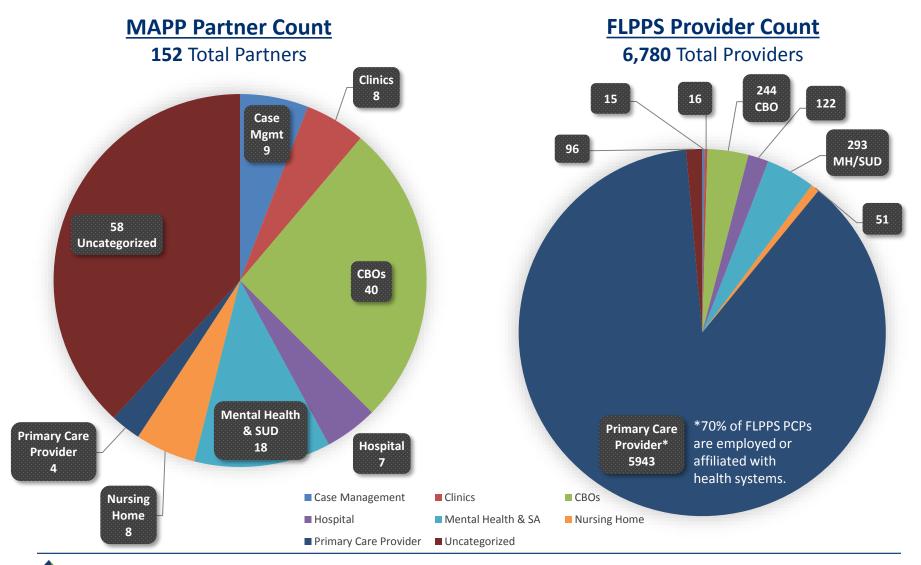
\$84.5M Earned



Partner Engagement/Funds Flow



Partner Engagement: MAPP vs FLPPS







CBO Engagement

CBO Engagement: Funds Flow

Project 2.d.i Patient Activation

- Building a Community Navigation Program
- Administering PAMs
- Patient Engagement

Project 3.f.i Maternal & Child Health

- Building a Community Health Worker Program
- Patient Engagement

Project 2.b.iv Care Transitions

• Collaborating with Clinical Providers in Care Transition Plans

Project 2.b.vi Transitional Housing

- Securing Housing for Patients at risk
- Patient Engagement

Project 3.a.ii Crisis Stabilization

- Collaborating with Partners on Community Crisis Stabilization Programs
- Patient Engagement

CBO Asset Mapping

- CBO Service Alignment and Engagement
- CBO Community Collaboration and Sustainability Plan

Financial Sustainability & VBP Education

- Financial Sustainability Assessments
- Partner VBP Readiness Assessments

Cultural Competency & Health Literacy

- Training
- Implementation

FLPPS CBO Engagement Strategy

"No single service provider (medical or otherwise) can have a significant impact on health and well-being without accounting for the influence of contiguous systems and programs." - FLPPS CBO Engagement Strategy



"Systems" Integration Approach to Community & CBO Engagement

- Create a shared work plan at the community level for CBO engagement and capacity analysis/building that collectively accounts for the obligations, needs and activities taking place across community initiatives, to:
 - Create a standardized, integrated digital infrastructure to support common measurement of human/social services and understand impact on health outcomes
 - Prepare for VBP toward sustainable funding streams

CBO Capacity Building

FLPPS collaborating with the United Way of Greater Rochester, along with the Finger Lakes Health Systems Agency on a capacity building pilot and expanded technical assistance in support of integrated, person-centered solutions and health outcome improvement for priority CBOs in FLPPS Network

- Consumer Interactions
- Human Capital
- Workflow
- IT and Digital Infrastructure
- Physical Assessments and Procurement

- Mission Strategy and Governance
- Compliance, Reporting and Analytics
- Security
- Financial Management





Project Implementation Successes





Project 2.b.vi Transitional Supportive Housing

CBO/Health System Partnership Impact on Avoidable Hospitalizations and Readmissions

Project 2.b.vi Transitional <u>Supportive Housing</u> CBO dedicates psychiatric and medical step-down beds for two health systems, through \$750K in subcontracting.

An innovative partnership to address social determinants of health by providing a transitional housing solution.



80% Psychiatric Patients Transition to Permanent Housing

30x Cost Savings to Medicaid



61% Medical Patients Transition to Permanent Housing

Improved Quality of Life and Health Outcomes



Project 2.b.vi: Success Story

- A patient was admitted to a psych unit and identified by social work staff as having a housing instability. Social work staff completed a OMH SPOA Housing application for the patient and notified Housing Manager who determined the patient was a good fit for the Hopelink East Ridge Transitional Housing.
- The patient assimilated to the facility quickly, but approximately two weeks after his arrival, staff noticed that something was not right and the patient needed some medical attention. Staff worked to facilitate an urgent care visit for the patient instead of a trip to the ED.
- He went to urgent care to treat his medical needs and shortly thereafter returned to the housing facility. Health Home Care Manager visited the next day and drove to the pharmacy to fill the patient's prescription for antibiotics.
- The patient has since been placed in permanent housing. Without the transitional beds, the patient had no where else to go.





Project 3.f.i Maternal & Child Health

CBO/Health System Partnership Impact on Avoidable Hospitalizations and Readmissions

Project 3.f.i Maternal & <u>Child Health</u> A collaborative cross-regional group comprised of health systems and CBOs, who came together to share best practices and models.

An innovative partnership to address social determinants of health by providing support programs. Worked with MCOs to develop standardized risk assessment

Referral openings being expanded to accept high risk pregnant women



Developed Community Health Worker model to drive change, will be expanding to rural counties

Improved Quality of Life and Health Outcomes





Project 3.f.i: Success Story

- Prior to engagement with Baby Love (URMed's Maternal Child Health program), a soon-to-be mother was forced to miss her initial and second OB appointments because she was homeless.
- Her psychosocial risks included a recent CPS investigation, THC use, depression, and limited supports.
- Baby Love intervention focused heavily on assisting the patient and her four daughters with secure, suitable housing, and working closely with the OB social work providers.
- Baby Love provided direct transportation to several of her OB appointments, helped the patient secure furnishing, provided materials for the unborn baby, and other initiatives to secure better housing.
- Finally, the patient was able to move into her own residence, prior to delivery. Thanks to Baby Love, the patient delivered a healthy infant. Baby Love will continue to follow this patient during the post partum period.





Project 2.b.iii ED Care Triage

CBO/Health System Partnership Impact on Avoidable Hospitalizations and Readmissions

Project 2.b.iii <u>ED Care Triage</u> Health system has partnered with CBOs on multi-pronged approach to transition patients out of the emergency room and into primary care services.

An innovative partnership to address social determinants of health by providing ED care triage.



500+ Patients redirected from three EDs to PC services in four months

Incorporation of PAM surveys into workflows

Educational materials detailing where to seek care

New open access hours at nearby PC office

172 Patients redirected from three EDs to PC services in one month

Improved Quality of Life and Health Outcomes







Thank You











IA Mid-Point Assessment Recommendations

FLPPS IA MPA Recommendations

Recommendation Categories:

- Partner Engagement
- Cultural Competency and Health Literacy
- Financial Sustainability & VBP
- Project Recommendations

FLPPS MPA IA Final Report (December 2016)

"The IA review focused on the completeness and the progress demonstrated by the PPS in the Primary Care Plan. DOH notes that the FLPPS Plan was 'very comprehensive' and included 'both current activities as well as initiatives planned for the future." (p. 14)

Recommendations Summary

- FLPPS Acknowledges the following IA Recommendations:
 - Cultural Competency and Health Literacy IA Recommendation 1, Part 2
 - Financial Sustainability & VBP IA Recommendation 1 and 2
- FLPPS Respectfully Requests Modification to Reflect:
 - Partner Engagement Recommendation 1
 - FLPPS should continue to execute its action plan to increase partner engagement.
 - Cultural Competency and Health Literacy Recommendation 1, Part 1
 - FLPPS should continue to execute its CC/HL training plan with workforce and partners.
 - Project 2.d.i Patient Activation Recommendation 1
 - FLPPS should continue to execute its action plan to engage CBO and other partners in the 2.d.i. project.
 - Project 2.d.i Patient Activation Recommendation 2
 - FLPPS should continue to execute its action plan to educate CBOs on their role in DSRIP.
 - Project 3.a.i Integration of BH and PC Recommendation 1
 - FLPPS respectfully requests Project 3.a.i Recommendation 1 be approved with the following modification to reflect the total number of engaged Mental Health Providers to be changed to 53 in the final accepted MPA Report, in contrast to the 5 identified in the final MPA Report.

Partner Engagement: Recommendation 1

Develop action plan to increase partner engagement, providing specific details by each project for partner engagement.

➢FLPPS Response:

- FLPPS acknowledges the challenges with reporting by Partners in MAPP PIT total
- FLPPS commends the DOH on the Hub System, which FLPPS used to define the critical groups of Providers in the FLPPS Network
- FLPPS Partner Engagement encompasses a vast network of <u>6,780</u>
 Providers
- Due to the categorization of FLPPS PIT data, IA MPA Report displayed vast majority of funds flow to hospital systems

Partner Engagement: FLPPS Response

- Examples of FLPPS Partners with "parent-child" organizational relationships
 - Two prominent examples are Rochester Regional Health (RRH) and University of Rochester Medicine (URMed)
 - RRH and URMed participate in all 11 FLPPS projects
 - In IA Mid-Point Assessment Report PPS Funds Flow through DY2Q2 both RRH and URMed categorized as "Hospital"
 - Both RRH and URMed provide a wide spectrum of clinical services:
 - **Rochester Regional Health**
 - ✓ Practitioner Primary Care Physician (PCP)
 - ✓ Practitioner Non-Primary Care Physician (PCP)
 - ✓ Hospital
 - ✓ Clinic
 - ✓ Case Management/Health Home
 - ✓ Mental Health
 - ✓ Substance Abuse
 - ✓ Nursing Home
 - ✓ Pharmacy

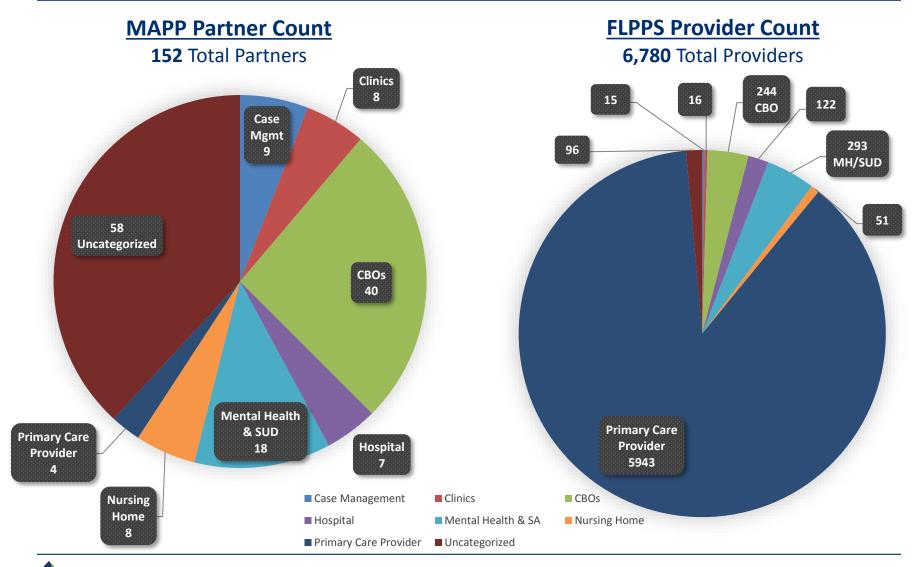
University of Rochester Medicine

- ✓ Practitioner Primary Care Physician (PCP)
- ✓ Practitioner Non-Primary Care Physician (PCP)
- ✓ Hospital
- ✓ Clinic
- ✓ Case Management/Health Home
- ✓ Mental Health
- ✓ Substance Abuse
- ✓ Nursing Home
- Pharmacy
- ✓ Hospice
- Additionally, both RRH and URMed have Independent Practice Associations (IPAs) through which approximately 70% of the region's primary care providers are employed or affiliated

Partner Engagement: FLPPS Response

- FLPPS calculated Partner engagement based on "parent-child" organizational relationships, with the following assumptions:
 - Partner engagement, as defined for the Mid-Point Assessment, relates to funds flow
 - FLPPS database aligned "parent-child" organizational relationships in the FLPPS Partnership, along with provider type

Partner Engagement: MAPP vs FLPPS



Partner Engagement: FLPPS Response

Patient Engagement Fund

- Challenge: Certain Projects are at risk of not meeting patient engagement targets
- **Response:** Incentivize Partners to engage patients in DSRIP Projects FLPPS flows funds to Partners who engage and report Patients in DSRIP Projects

Projects: 2di, 3ai, 3aii, 2bvi Provider Types:

Health Systems, FQHCs, PCPs, Housing Providers, CBOs

Special Contracting Arrangements

- Challenge: Certain Projects have significant clinical outcomes that can be impacted by specific Provider Types
- Response: Incentivize Partners via funds flow to implement Project Requirements and transform clinical outcome protocols to improve clinical outcomes

<u>Projects:</u> 3fi, 3av <u>Provider Types:</u> Health Systems, FQHCs,

Nursing Homes, CBOs

Partner Contracts

- Performance Based
 Provider Contracts
 - Funds Flow incentivizes Partners to take action on Project Requirements
 - Funds Flow supports infrastructure needs of our Partners by flowing funds for CC/HL, Workforce, Financial Sustainability and IT/IDS building
 - Transition to paying for Outcomes

ALL Projects ALL Partners

Innovation Fund

- Challenge: Project Requirements do not address all DSRIP Clinical Outcome Metrics
- Response: Fund Partners with innovative projects that address clinical outcomes
- Projects receive funding if they demonstrate:
 - Ability to report on improved clinical outcomes
 - Sustainable past DSRIP
 - Rapid implementation

All FLPPS Partners improving Clinical Outcomes

FLPPS Dollars Flowed to Partners through DY2Q3 - \$39M

Partner Engagement: FLPPS Response

FLPPS respectfully requests Partner Engagement IA Recommendation 1 be approved with the following modification to reflect:

"FLPPS should continue to execute its action plan to increase partner engagement."

CC/HL: Recommendation 1, Part 1

Develop action plan to roll out trainings to workforce and partners with specific dates.

FLPPS Response:

- CC/HL Readiness Questionnaire Prepares FLPPS Partners to assess operationalization in organizational infrastructure
- CC/HL Assessment Tailored recommendations delivered to Partners on incorporating prioritized CC/HL practices into organizational infrastructure
- Submitted FLPPS CC/HL Training Strategy to NYS for DY2Q1
- Engaged 103 FLPPS Partners in abbreviated CC/HL Readiness Questionnaire
- Completed 35 comprehensive Organizational CC/HL Assessments with FLPPS Partners
- Released CC/HL Training RFI to 250 FLPPS Partners: 170 of 250 CBOs

CC/HL: FLPPS Response

FLPPS respectfully requests Cultural Competency and Health Literacy IA Recommendation 1, Part 1, be approved with the following modification to reflect:

"FLPPS should continue to execute its CC/HL training plan with workforce and partner audiences."

CC/HL: Recommendation 1, Part 2

Develop metrics to assess its most effective strategies to engage Medicaid members and the uninsured and report out on these to the IA.

> FLPPS Response:

- Collaboration with Finger Lakes Health Systems Agency (FLHSA) on expanded advocacy network in FLPPS region
- FLPPS and CBO Partners co-sponsored several community forums for Medicaid members
- Development of the FLPPS Consumer Engagement Strategy with FLHSA
- Region-wide community collaborations and activities include: FLHSA, the United Way of Greater Rochester, Rochester-Monroe Anti-Poverty Initiative, Council of Agency Executives, Finger Lakes Regional Economic Development Council (FLREDC), Invest Health, ReThink Health Ventures, FLREDC Pathways to Prosperity

FLPPS respectfully acknowledges Cultural Competency and Health Literacy IA Recommendation 1, Part 2

Financial Sustainability & VBP:

Recommendation 1 & 2

Recommendation 1: Create action plan to address assessment of network partners and VBP readiness.

Recommendation 2: Establish plan to further educate and support partners move toward VBP arrangements.

FLPPS Response:

- FLPPS developed robust VBP Readiness Assessment and Baseline Assessment for Partner distribution, but delayed
 - Delayed distribution of assessments due to pending guidance from NYSDOH; guidance issued August 2016
- Limitations related to corporate members challenged FLPPS's ability to execute VBP Milestones as written in DSRIP Implementation Plan
- Regional IPAs currently in discussions with other MCOs with regard to VBP Medicaid contracts

FLPPS respectfully acknowledges Financial Sustainability & VBP IA Recommendation 1 and 2

Project 2.d.i Patient Activation: Recommendation 1 & 2

- Recommendation 1: Develop action plan to increase CBO and other partner participation in project.
- Recommendation 2: Develop action plan to educate CBOs on role in DSRIP.

➢ FLPPS Response:

- FLPPS engaged CBOs in the Community Navigator Program
 - Funds Flow program created to incentivize Partner engagement
 - I5 CBOs, 3 FQHCs, 3 Health Systems (subcontracting with CBOs)
- Tools to assist CBOs with project implementation
 - Protocols, Partner visits, PAM training
 - Partner education and webinars on project design and PAM tool
- CBO participation in the FLPPS Clinical Quality Subcommittee
 - CBO influence on Project 2.d.i design and workflow

Project 2.d.i Patient Activation: FLPPS Response

- FLPPS continues to have strong CBO and partner participation in the Project 2.d.i in an advisory capacity and through contracting/funds flow
- FLPPS continues to educate FLPPS Partner CBOs on their role in DSRIP
- FLPPS engages CBO Partners in CC/HL assessment readiness
- FLPPS continues to engage CBOs are part of overall CBO engagement strategy submitted DY2Q3

Project 2.d.i Patient Activation: FLPPS Response

FLPPS respectfully requests Project 2.d.i IA Recommendation 1 be approved with the following modification to reflect:

"FLPPS should continue to execute its action plan to engage CBO and other partners in the 2.d.i project."

FLPPS respectfully requests Project 2.d.i IA Recommendation 2 be approved with the following modification to reflect:

"FLPPS should continue to execute its action plan to educate CBOs on their role in DSRIP."

Project 3.a.i Integration of Behavioral Health & Primary Care: Recommendation 1

Develop action plan to identify and introduce opportunities for mental health professionals to partner with primary care providers, especially in rural parts of the region.

FLPPS Response:

- FLPPS believes that this Recommendation is particularly influenced by the aforementioned MAPP / PIT challenges
- Designed and executed gap analysis in October 2016 to gather data on which Primary Care providers in FLPPS region did not have integrated Behavioral Health services
- Developed and executed Partner education sessions and webinars of Project 3.a.i goals and Partner's roles in participation
- Pursued multiple waivers on behalf of Partners to address regulatory barriers
- Patient Engagement Fund established for Project 3.a.i in September 2016, resulting in increase of patient engagement outcomes

Project 3.a.i Integration of Behavioral Health & Primary Care: FLPPS Response

- FLPPS calculation of Mental Health provider sites with consideration of "parentchild" organizational relationships in FLPPS region
- FLPPS's assessment demonstrates a total of 53 mental health providers engaged versus the 5 mental health providers identified in the IA Mid-Point Assessment Project 3.a.i Partner Engagement table

Mental Health Provider	Number of Mental Health Provider Sites
Anthony L Jordan Health Center	4
Arnot Health	2
Brown Square Health Center	1
CASA of Livingston County	1
Finger Lakes Addictions Counseling & Referral Agency	1
Finger Lakes Community Health	7
Franklin Educational Campus	1
Genesee Council on Alcoholism and Substance Abuse	1
Genesee County Mental Health	1
Highland Hospital of Rochester	3
Hillside Family of Agencies	1
Huther Doyle	1
Orleans County Department of Mental Health	1
Rochester Primary Care Network Inc	1
Rochester Regional Health	19
Steuben County Community Services	1
Strong Memorial Hospital	5
Trillium Health	1
Woodward Health Center	1
Total	53

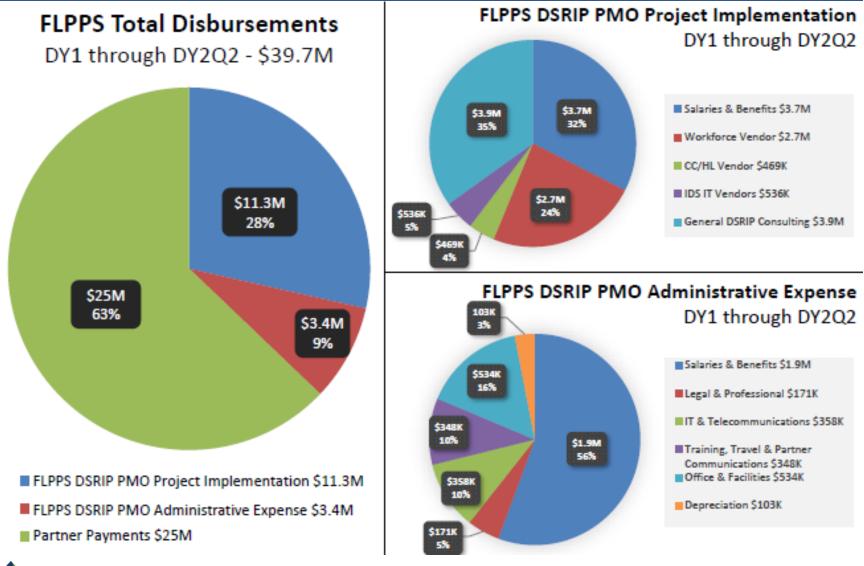
Project 3.a.i Integration of Behavioral Health & Primary Care: FLPPS Response FLPPS respectfully requests Project 3.a.i Recommendation 1 be approved with the following modification to reflect the total number of engaged Mental Health providers be changed to 53 in the final accepted MPA Report, in contrast to the 5 identified in the final IA MPA Report.





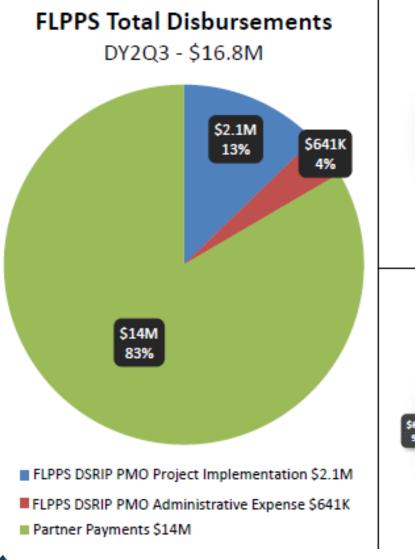
Overall Funds Flow

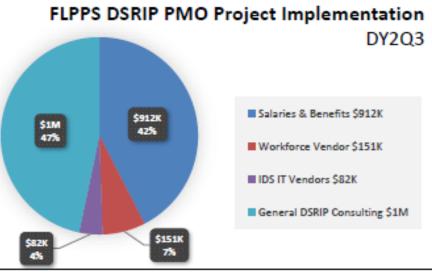
FLPPS Disbursements for DY1-DY2Q2



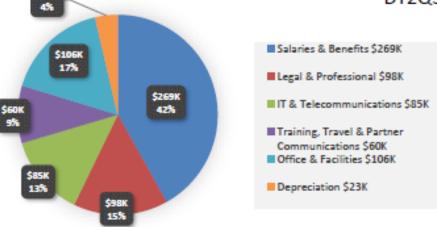
FLPPS Disbursements for DY2Q3 Only

\$23K

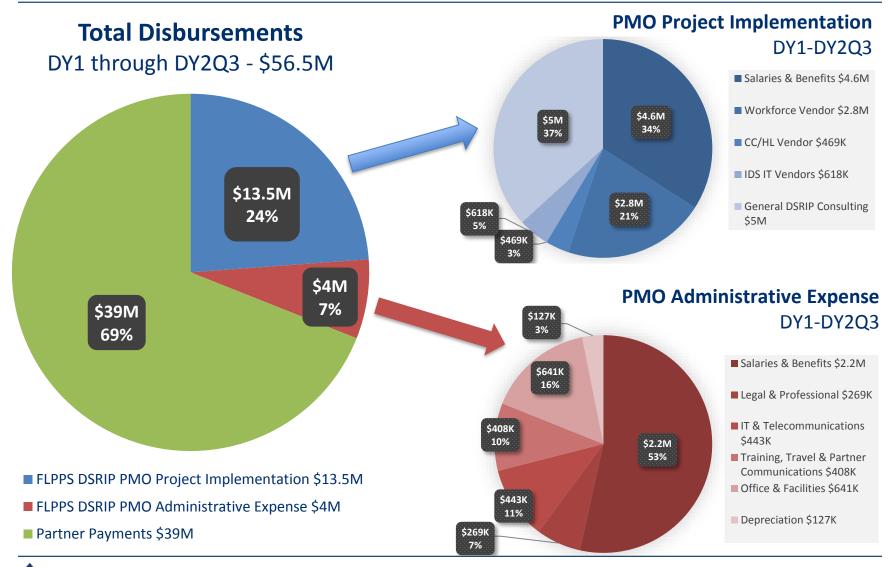




FLPPS DSRIP PMO Administrative Expense DY2Q3



FLPPS Disbursements for DY1-DY2Q3







CBO Engagement

CBO Engagement: Moving Forward

Implement CBO Engagement Strategy

- Submitted as part of the DY2Q3 quarterly reporting
- Outlines priority, short-term and long-term goals for FLPPS's work with CBOs, with a particular focus on FLPPS Tier 1 and Tier 2 CBOs
- Newly established CBO Advisory Council will commence February 2017, cofacilitated with the United Way of Greater Rochester, comprised of CBOs, Finger Lakes Health Systems Agency, Coordinated Care Services Inc (FLPPS CC/HL vendor), City of Rochester
- Current community collaborations include: Finger Lakes Health Systems Agency, the United Way of Greater Rochester, Rochester-Monroe Anti-Poverty Initiative, Council of Agency Executives, Finger Lakes Regional Economic Development Council, etc.
- Memorandum of Understanding (MOU) with the United Way of Greater Rochester to share resources towards capacity building in CBOs, in support of the Strategic Plan and to fund an FTE focusing on grant making in support of FLPPS Network CBOs to supplement DSRIP dollars

CBO Engagement: Moving Forward

- Coordinate with S2AY Rural Health Network, (awarded the CBO Planning Grant for "Rest of State"), the United Way of Greater Rochester, Coordinated Care Services Inc, to discuss coordination between their work with the small CBOs and the rest of the CBOs in the FLPPS Network
 - Once they are finished recruiting, both teams will coordinate work plans and figure out how to provide technical services to all CBOs and extend the work beyond the one year engagement
- Entering into Phase II Contracting, where many of FLPPS Network's CBOs (those that fulfilled pre-contracting requirements) will receive funding through their participation in FLPPS 11 Projects
- Highly involved in community activities including: Invest Health, ReThink Health Ventures, Rochester-Monroe Anti-Poverty Initiative, Finger Lakes Regional Economic Development Council's Pathways to Prosperity





Proposed Data Integration Model

Proposed Data Integration Model (Simplified)

