

Before we begin, reminders for today's webinar

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To ensure everyone is able to hear today's presentation, we ask that all webinar participants please:

- **MUTE** your phone lines
- Do **NOT** place your phone line on hold during the webinar
- Ensure your web cam is turned **OFF**

OneCity Health Partner Webinar

Critical PPS Updates, Final Reminder on Invoicing for Phase II
Outcome Measures and the Drive to Phase IV Contracting

October 9, 2018

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Today's Presenters

- **Rich Bernstock,**
Bronx Hub Executive Director
- **Jennifer Melendez,**
Director, Workforce Development
- **Samantha Kumar,**
Director, Social Determinants of Health

OneCity Health Partner Webinar Series Logistics

General partner questions and comments will be addressed today via the chat function. We'll stop and ask for questions when you see the following symbol:



- If we are unable to answer a general question, we will address it in a future newsletter or webinar
- For questions unique to you, we recommend you contact our support desk
- To ask a question, send a message to "OneCity Health Questions"

- You can find slides from our previous webinars in the "News" section of our website. Slides are posted immediately after the webinar, and shared in our subsequent newsletter
- To ensure our emails and newsletters are not trapped in your spam filters, please add our email addresses (DSRIPSupport@nychhc.org and ochsupportdesk@nychhc.org) to your email address book

Topics for Today's Webinar

- Approaching Metric Deadlines and Reminders
- Phase IV Contracting
- Update on Hospital – Community Partnerships
- Update on NowPow: Social Service Directory and Referral Platform
- Upcoming Trainings and Events

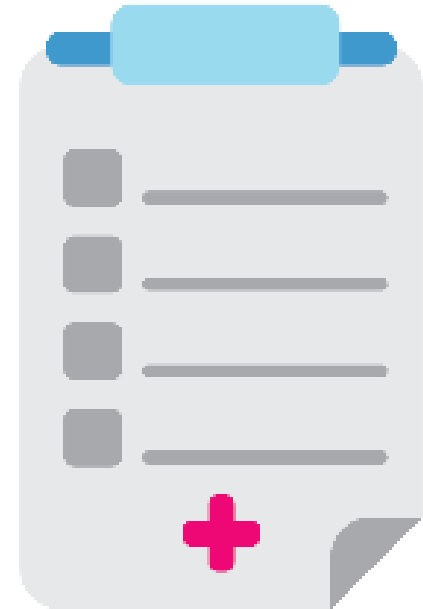
Topics for Today's Webinar

- **Approaching Metric Deadlines and Reminders**
 - Workforce Impact Survey
 - Upcoming Phase III deadline reminders
 - Phase II Outcome Measures

Upcoming Phase III Deadlines

21 Phase III Process Metrics are due this month

- We will detail one metric (N004.2 - Workforce Impact Survey) in the next few slides, and then list all metrics due this month
- Please refer to the OneCity Health Partner Reporting Manual and OneCity Health Partner Portal for comprehensive information on completing all Phase III Process Metrics
- All metrics are now live in the OneCity Health Partner Portal. Please log on to the Portal, review the metrics your organization needs to complete and contact the support desk if you have questions
- As a reminder, you are only responsible for completing the Process Metrics in your Phase III Comprehensive Schedule B
- Finally, a general reminder on deactivating Portal accounts: if a colleague who has Portal access leaves your organization, please contact the OneCity Health support desk so their access can be removed right away



Workforce Impact Survey: Process Metric (N_004.2) is due October 15

- The “Workforce Impact Survey” (Survey) is a OneCity Health Phase III contract process metric
- This Survey tracks the number of staff by partner, by site(s), across New York State designated job titles who have been hired, redeployed or retrained during DSRIP implementation
- We are required to collect this type of information by New York State at least twice per year
- For the upcoming reporting requirement, we distributed a slightly modified version of the Survey in September via email from DSRIPSupport



Workforce Impact Survey: A Deeper Dive

- This Survey round requires you to report the total number of staff hired, redeployed or retrained to complete DSRIP related activities **between April 1, 2018 and September 30, 2018 (DY4Q1 and DY4Q2)**
- The Survey is due by **October 15** (though we ask that you submit as soon as possible after October 1)
- The Survey uses a very similar template to the Survey you completed twice in 2017 and in April 2018
- We know that this can be a labor-intensive effort and we ask that you complete the Survey to the best of your abilities
- As noted, the Survey is a process metric in the Phase III contract. Financial reimbursement will be provided to organizations that successfully complete the metric by the deadline

Important Definitions to Keep in Mind for the Survey

A DSRIP related workforce is one that meets the New York State Department of Health's definitions across the categories of New Hires, Redeployed Personnel, and Retraining

In addition, DSRIP jobs are those that:

- are explicitly funded through DSRIP;
- support DSRIP projects and infrastructure; AND
- comport with DOH-defined job titles

These definitions are further described in the Survey template instructions

DEFINITIONS	
New hires	New hires are all personnel hired as a result of DSRIP, exclusive of personnel who are redeployed (see definition below). New Hires include all new employees who support the DSRIP projects and PPS infrastructure, including but not limited to executive and administrative staff, professional and para-professional clinical staff, and professional and para-professional care coordination staff.
Redeployed Personnel	Redeployed employees are people who are currently employed by any OneCity Health partners in DSRIP Year 1 and who transition into another job title, including those who transition to another job with the same employer.
Retraining	Retraining is defined as training and skill development provided to current employees of PPS partners for the purpose of redeployment or to employees who are at risk of lay-off. Skill development includes classroom instruction whether provided by a college or other training provider. It can include, particularly for at-risk employees, longer term training to support transition to high demand occupations, such as Care Manager or Nurse Practitioner.

Completing the Workforce Impact Survey

OneCity Health Workforce Impact Survey

1. Please select your system name from the drop down menu: ▼
 If other, please write your system name:

2. Primary contact information:

A. Name of the individual completing this Survey [Redacted]

B. Email address [Redacted]

C. Phone number [Redacted]

3. Secondary contact information (If none, leave this section blank):

A. Name [Redacted]

B. Email address [Redacted]

C. Phone number [Redacted]

4. Did your system* hire, redeploy or retrain employees for DSRIP jobs in the OneCity Health PPS for the period of April 1, 2018 to September 30, 2018?

☑ Yes
☐ No

4a. If yes, under which facility types has your system* experienced hiring, redeployment or retraining? Please select the facility type(s) for which you are reporting staffing impact:

** Note: System should reflect total changes across your site(s).*

- Outpatient Behavioral (Article 31 & Article 32)
- Article 28 Diagnostic & Treatment Centers
- Article 16 Clinics (OP/IDD)
- Home Care Agency
- Hospital Article 28 Outpatient Clinics
- Inpatient
- Non-licensed CBO
- Nursing Home/SNF
- Private Provider Practice

◀ ▶

1. Instructions
2. System Information
3. Outpatient Behavioral He (2
4. Article 28 Diag & Treatmnt
5. Article 16 Clinics (OPWD
6. Home Care Agency

5

How to Submit the Workforce Survey to OneCity Health

As we mentioned, an Excel template was sent to all partners to complete your Workforce Impact Survey. The template includes detailed instructions that you should read prior to filling out the Survey

Submitting your final Workforce Impact Survey is a **two-step process**. Both steps are required:

- **Step 1:** When your form is completed, you must send your saved Excel Survey file to the OneCity Health support desk at ochsupportdesk@nychhc.org. You must send it between October 1 and October 15 in order to be paid for the metric
- **Step 2:** By October 15, 2018, you must also attest to your submission of the Survey and upload your Survey on the OneCity Health Partner Portal. This corresponds to process metric N_004.2



7 Phase III Process Metrics are Due October 25

The following Process Metrics are due on October 25, 2018

- Process Metric PS_002.3 (Care Transitions)
- Process Metric PS_004.3 (Asthma)
- Process Metric PS_006.3 (Health Home At-Risk)
- Process Metric PS_007.3 (ED Care Triage)
- Process Metric PS_008.3 (Integration of Primary Care and Behavioral Health)
- Process Metric PS_009.3 (Cardiovascular Disease Management)
- Process Metric PS_0010.3 (Palliative Care)

Additional Phase III Process Metrics Deadlines

13 Additional Process Metrics are due on October 31, 2018

- Process Metric N_008.3 (NowPow)
- Process Metric N_009.3 (Pharmacy)
- Process Metric N_010.2 (Pharmacy)
- Process Metric PS_001.3 (Care Transitions)
- Process Metric PS_003.3 (Asthma)
- Process Metric PS_005.3 (Health Home At-Risk)
- Process Metric PS_0011.3 (Palliative Care - IPOS)
- Process Metric PS_0012.3 (Project 11)
- Process Metric QI_001.3 (Integration of Primary Care and Behavioral Health)
- Process Metric QI_002.3 (HIV)
- Process Metric QI_003.3 (Cardiovascular Disease Management)
- Process Metric QI_004.3 (Cardiovascular Disease Management)
- Process Metric QI_005.3 (Care Transitions)

As a final reminder, you are only responsible for completing the Process Metrics in your organization's Comprehensive Schedule B

Final Opportunity to Invoice for Phase II Outcome Measures

- We notified partners in August that the OneCity Health PPS collectively met its Phase II targets for 11 of our prioritized New York State Outcome Measures
- Eligible partners have been notified of invoice availability in the OneCity Health Partner Portal
- We are providing a final opportunity for partners to submit these invoices by **October 31, 2018**
- Please note, these invoices are located in the **Phase II** section of the Portal. You will not see them on the home page when you log into the Portal
- To submit these invoices:
 - Click “Invoices” on the left side of the screen under “Phase II” when you log into the Portal
 - Invoices for the Outcome Measures will be listed under the “IDS” project beneath the “Require Submission” header
 - Click each pending invoice and follow the normal invoicing procedure
- Eligible partners must submit all invoices by October 31, 2018 in order to receive the related payments

If you have any questions or need assistance submitting invoices for the Phase II Outcome Measures, please contact the OneCity Health support desk



Important Reminder for Metric Extension Requests

As detailed in the OneCity Health Partner Reporting Manual:

Policy regarding metric extension requests due to technical issues (Page 86)

- If you are experiencing any technical issues with reporting on a metric in the OneCity Health Partner Portal, you must report the technical issue to the OneCity Health support desk by 5 p.m. on the day of the reporting deadline in order to be considered for an extension of the metric due date.
- Additionally, you must also email screenshots or a video recording of the issue to the support desk **or** contact the support desk to allow them to record the technical issue, via WebEx, in real time. OneCity Health will review your supporting evidence and determine whether or not it is a technical issue and therefore warrants an extension of the metric due date.

NOTE: If you miss a metric deadline and cite a technical issue as the reason for doing so but did not follow the procedure above you will not be considered for an extension of the metric due date.

Policy regarding timeframe for submitting requests for reporting guidance to the support desk (Page 87)

- Please review metric reporting instructions prior to the submission deadline. While OneCity Health will attempt to address all questions about reporting instructions in advance of a reporting deadline, only questions submitted three business days in advance of a deadline are guaranteed a response before the submission deadline.

NOTE: If you miss a metric deadline and cite lack of clarification about reporting instructions as the reason for doing so but did not follow the procedure above you will not be considered for an extension of the metric due date.

** All other extension requests will be reviewed by OneCity Health on a case-by-case basis and must be submitted to the OneCity Health support desk at least three business days in advance of the reporting deadline**



Topics for Today's Webinar

- Approaching Metric Deadlines and Reminders
- **Phase IV Contracting**

Context for Phase IV Contracting Approach

Subject to Executive Committee Approval

Imperative for OneCity Health to demonstrate rigor in performance provisions and connectivity of our contracting strategy with the New York State Department of Health (NYS DOH) Value-Based Payment (VBP) Roadmap

- Phase IV contracting will overlap with last six months of Measurement Year 5 and the final DSRIP program year!
- Phase IV contract should also serve as a test of our sustainability thinking including potential post-DSRIP contracting options with strategic partners

Guiding principles for Phase IV Contracting:

- Continued shift to outcomes and performance based payments in preparation for value-based purchasing (VBP)

- Payments should focus on investing in areas of strategic importance post-DSRIP (i.e., what do we need to build / invest in now to be successful in the future)
- Include standard conditions of participation for all contracted partners to build necessary capabilities and infrastructure post-DSRIP and for compliance purposes
- Selected metrics should drive high-value interventions including in the areas of primary care access and behavioral health
- Contract by partner type to prepare for future integrated delivery system
- Minimize administrative burden (contract metrics aligned with PPS metrics, fewer total metrics)

High – Level Operational Vision for Phase IV Contracting

Subject to Executive Committee Approval

Initial amendment (estimated dissemination by November 16, 2018):

- Composite of PPS participation requirements (workforce survey, financial assessment, compliance attestation)
- Extension of term of your Master Services Agreement / CSB from December 2019 through end of DSRIP program and wrap-up of PPS activities
- Transition to bi-directional Health Insurance Portability and Accountability Act Business Associate Agreement

Follow-up amendment (estimated dissemination by January 31, 2019):

- High-priority outcome measures
- Composite of high-value connections to care that address priority outcome measures
- Composite of high-value interventions that address priority outcome measures



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- **Update on Hospital – Community Partnerships**

Update on Hospital – Community Partnerships

- Hospital - Community Partnerships are operationalized through the Hub Advisory Workgroups
- Membership is inclusive of current Hub Steering, Care Models, Stakeholder and Patient Engagement Committee members, hospital DSRIP leads and leadership and Community Advisor Board members
- Hub Advisory Workgroups meet on a bi-monthly basis to:
 - Discuss best practices, challenges and opportunities to improve priority health outcomes
 - Generate ideas and devise a plan for piloting selected ideas for innovative partnerships or interventions to improve performance on priority outcome measures
- Hub advisor Workgroups check – in during alternating months if needed and complete agreed upon assignments to support this initiative
- Kick-Off meetings in all four hubs were held in July 2018



Kick-Off of Hub Advisory Workgroups

- During the July 2018 meeting four priority outcome measures were targeted for performance improvement:
 1. Follow-up after hospitalization for Mental Illness – within 7 days
 2. Potentially Preventable Readmissions
 3. Potentially Preventable Emergency Department Visits (for persons with BH diagnosis)
 4. Prevention Quality Indicator # 15 Younger Adult Asthma
- Hub Advisory Workgroup members submitted their ideas for innovative strategies/interventions to improve performance on priority outcome measures during August
- The September 2018 Hub Advisory Workgroup meetings were focused on reviewing the compiled list of ideas and selecting at least one (1) to develop for piloting by January / February 2019

Engagement of Community Bridge Partner

Coordinating (Community Bridge) partner relationship is necessary to plan, coordinate and implement hospital - community partner engagements

Two Community Bridge Partners have been selected but have not been announced (pending contract execution)

Key responsibilities:

- Identify / map CBOs to geographic reach of hospitals
 - Organize hospital - CBO “meet and greets” to foster awareness of available CBO resources in shared communities
 - Provide technical assistance and support for key activities of the Hub Advisory workgroups
 - Coordinate and support events - strategic collaboratives - inclusive of managed care organizations, potential funders, current OneCity Health Innovation Fund grantees, CBOs, hospitals and other key stakeholders
- These events will focus on dissemination and discussion of current innovation efforts focused on improving health outcomes, opportunities to collaborate on the development of value propositions, providing a forum for value propositions to be presented by CBOs, MCOs, hospitals or other key stakeholders
 - Co-design method / mechanism for receipt of supporting information from CBOs
 - Provide product development support to Hub Advisory workgroups



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- **Update on NowPow: Social Service Directory and Referral Platform**

Update on NowPow: Social Service Directory and Referral Platform

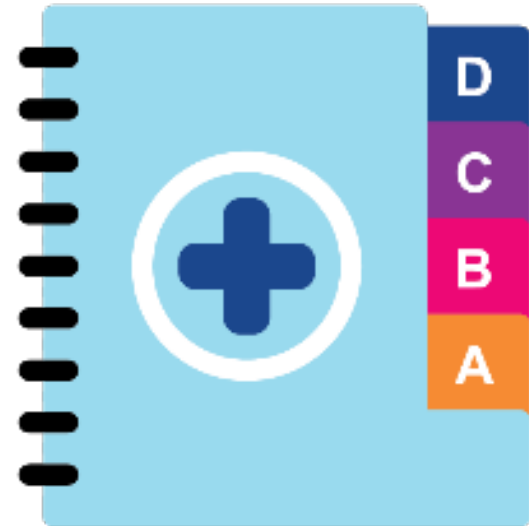
As of August 31, 2018, 124 partners have been granted access to the NowPow product, NowRx

NowRx is the NowPow tool which enables staff to find social services that meet an individual's needs by searching a comprehensive and accurate resource directory and to share referral recommendations via email, text or printed copy with the patient

Still need to be trained? Visit our website for details on attending training webinars on the following dates:

- October 18th
- November 6th
- November 15th
- December 4th
- December 20th

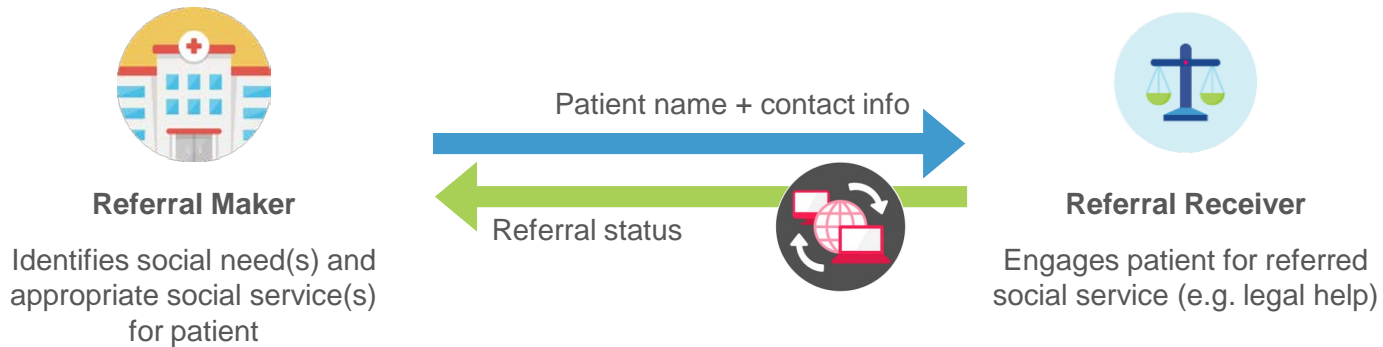
Need additional NowRx licenses? We posted instructions to obtain additional licenses on our website [here](#)



Update on NowPow: What's Next? Piloting PowRx

PowRx is the NowPow tool through which users:

- Transmit or receive social service referrals for patients
- Monitor the progress of social service referrals in real-time and message updates and questions on patient referrals
- Close the loop by updating or viewing referral outcomes



Planned pilots:

- Central Brooklyn: Screen patients for unstable housing and make closed-loop referrals to community-based organizations for Homebase (eviction prevention and housing navigation) services
- The Bronx: Identify primary care patients' social needs and make closed-loop referrals for priority social services (e.g., emergency food / food security, housing support, legal services) in the Bronx
- Questions? Please contact Samantha Kumar at kumars11@nychhc.org



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Upcoming Trainings and Events

October 12: Addressing the Legal Needs of Immigrant Clients

October 12: Enabling Safe Living Environments for Clients

October 16: Primary Care Psychopharmacology for Pediatric Depression and Anxiety Webinar

October 22: Occupational Medicine Grand Rounds Webinar

October 30: Assessing and Managing Suicide Risk

For registration and course description information please visit the OneCity Health Learning Management System at lms.onecityhealth.org

**If you have any questions about completing metrics or upcoming trainings,
please contact our support desk**

Stay up to date and informed!

1. Make sure your contact information is up to date
2. Check the OneCity Health website regularly
3. Read the OneCity Health newsletter for important announcements



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