



**COMMUNITY
PARTNERS OF WNY**
Performing Provider System



**SPRING 2019
NEWSLETTER**

4th Annual NYS DSRIP Learning Symposium



CPWNY team members, Roxanne Cuebas, Lauren Moore, Amy White-Storfer, and Kyle Bullis, in front of their Impact Exhibit at the 4th Annual NYS DSRIP Learning Symposium in Saratoga Springs, NY.

Other highlights from the symposium included a poster presentation by Dapeng Cao, PhD, Manager, Healthcare Analytics, CPWNY; and a break-out session presentation by Roxanne Cuebas, Project Administrator, CPWNY; Kimberly Peters, Vice President of Operations, Home and Community Based Care, Catholic Health; Bonnie Sloma, Senior Vice President, People Inc.; and Scott Morton, Director of Clinical Care Services, Endeavor Health Services.

The poster's topic, *Increasing HEALTHeLINK (RHIO) Patient Consent at Hospital EDs: A Lean Six Sigma Approach*, provided a deeper look at best practice workflows and technological solutions used to help increase Medicaid patient consent rates and HIE (Health Information Exchange) usage rates at the four participating hospital Emergency Departments (EDs). It also illustrated before-after comparative studies.

In early February, the team from Community Partners of Western New York (CPWNY) gathered with fellow change agents from 24 New York State performing providers systems (PPSs) in Saratoga Springs, NY for the 4th Annual NYS DSRIP Learning Symposium.

The three days were filled with opportunities for the PPS teams to present on the programs each implemented, to learn from and with each other, and to help move the needle on state-wide Medicaid transformation. Over 100 session and poster presenters were in attendance to discuss challenges, present successes, and share ideas.

The agenda kicked-off with a PPS Impact Exhibition, where teams set-up interactive booths displaying the effect their work has had in their respective regions. CPWNY unveiled a new video showcasing their Community Health Worker program, telemedicine and how it's changing care delivery, the integration of behavioral health into the primary care setting, and how the use of data and reports is driving changes at practices. A By the Numbers infographic helped to quantify the CPWNY's work in WNY (see page 5).



Dapeng Cao, PhD, Healthcare Analytics Manager, poses with his poster presentation, *Increasing HEALTHeLINK (RHIO) Patient Consent at Hospital EDs: A Lean Six Sigma Approach*

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Learning Symposium (Cont.)

The break-out session presentation was titled *Telemedicine: Redesigning Care Delivery*, and provided a variety of perspectives on community-based implementation of the three telemedicine support services supported by CPWNY: Endeavor Health Services' use of telemedicine to link patients in crisis to a provider in the agency, Catholic Health's palliative care services that couple home health outreach with a home care telemonitoring intervention, and People Inc.'s Emergency Department triage project for residential clients. Assessment workflows, monitoring protocols, triage software, the efficiency of transferring data and vital signs remotely, and the use of direct care staff to establish continuity in care were all discussed.



Roxanne Cuebas talks about the various telemedicine projects that CPWNY has implemented and introduces Kimberly Peters (Catholic Health), Bonnie Sloma (People Inc.), and Scott Morton (Endeavor Health Services) who spoke about the telemedicine support services that they use.

Update: New VBP Resources!

New Value Based Payment (VBP) videos and resource bank materials are available on our website by visiting: wnycommunitypartners.org/partners/vbp-provider-resources/vbp-resource-library/. Two new videos discussing strategic collaborations between primary care providers, managed care organizations, and behavioral health providers have been posted. The videos and resources are produced in collaboration with Millennium Collaborative Care PPS. *This partners only resource web page is password protected, please contact us if you have any difficulties accessing these resources.

The Nurse-Family Partnership is Launching at Catholic Health

The Nurse-Family Partnership (NFP) empowers first-time moms to transform their lives and create better futures for themselves and their babies. Catholic Health is pleased to announce an NFP team to serve the counties of **Niagara and Erie**. Client referral forms are now available on the CPWNY website: wnycommunitypartners.org/2019/01/16/nurse-family-partnership-is-now-seeing-clients-at-catholic-health-referral-forms-available/.

Why NFP?

Each year 380,000 children are born to first-time mothers living in poverty. Many of these mothers are young, single, socially isolated, and without a high school diploma. Their children face major barriers to leading healthy lives and escaping poverty because their mothers lack the resources and information to create a better life for their families.

The goals of the NFP are threefold:

- Improve pregnancy outcomes by helping women engage in good preventive health practices, including thorough prenatal care from their healthcare providers; improving their diets; and reducing their use of cigarettes, alcohol and illegal substances
- Improve child health and development by helping parents provide responsible and competent care
- Improve the economic self-sufficiency of the family by helping parents develop a vision for their own future, plan future pregnancies, continue their education, and find work

Did you know?

The NFP Program has successfully launched in Chautauqua County and is assisting first time moms with the leadership of the Chautauqua County Health Department. CPWNY supported the planning and initial implementation of the program in its first years. CPWNY similarly is supporting the program run by Catholic Health in Erie and Niagara counties.





COMMUNITY PARTNERS OF WNY

Performing Provider System

ERIE - NIAGARA - CHAUTAUQUA COUNTIES

BY THE NUMBERS

COMMUNITY PARTNERS OF WNY

- Our PPS (Performing Provider System) serves three counties in Western New York:
 - Erie
 - Niagara
 - Chautauqua

NETWORK PARTNERS

- Providers by category in the networks supporting DSRIP endeavors
 - 657 Primary Care Providers (All license levels)
 - 1750 Non-Primary Care Providers
 - 63 Community Based Organizations (CBOs)
 - 88 Mental Health Providers
 - 14 Hospitals

FUNDS FLOW OVERVIEW

- Over **\$25.5 million** flowed to PPS programs for innovation projects and integrated delivery system support
- Over **\$1.4 million in performance dollars** flowed to partners

Total PPS dollars received
\$45 Million

PRIMARY CARE IMPACTS

- Performance Improvement Initiatives are implemented at **23 primary care practices and clinics**, focusing on improving patient access to care
 - 21,594 of 22,000 adult patients have had timely visits
 - 33,000 of 35,000 children have had timely visits
- 338 primary care providers reached Patient Centered Medical Home (PCMH) designation

OB/GYN IMPACTS

- 11 OB/GYN practices and clinics involved in Performance Improvement Initiatives improving perinatal care for nearly 4,000 patients in the first quarter
 - 3,944 patients with better documentation of baby's delivery date
 - 63% have received timely prenatal care
 - 58% have received timely postpartum visits
- 2 Nurse Family Partnership (NFP) programs initiated by our PPS are projected to be **fully sustainable**
 - One run by large hospital system
 - One run by rural municipal government



BEHAVIORAL HEALTH IMPACTS

- 9 behavioral health organizations are participating in a Performance Improvement Incentive Initiative, to improve care coordination between behavioral health and primary care providers
- 10 integrated primary and behavioral health care sites are fully functioning
- 21k+ behavioral health screenings have been conducted at primary care practices

MENTAL, EMOTIONAL AND BEHAVIORAL WELL-BEING

- 10k+ students, women and families have participated in 32 different awareness, education and prevention programs
- **"Just Tell One"** videos have been viewed over 2.38 million times since the start of the program

TOBACCO CESSATION SUCCESSES

- 123 medical practices in Erie, Niagara and Chautauqua Counties have received tobacco cessation education and training
- Since April 1, 2016, over 4,224 smokers insured by Medicaid have contacted the New York State Smokers' Quitline for assistance on quitting
- 30 practices successfully implemented Opt-to-Quit, a direct electronic referral tool, since the start of DSRIP
- 669 patients in Chautauqua County successfully enrolled in Opt-to-Quit in 2018
- 11 faith-based organizations have created tobacco-free policies

PREVENTABLE HOSPITAL UTILIZATION

- Estimated 40% annual reduction of potentially preventable ED (Emergency Department) visits since the start of DSRIP programs
 - 37% reduction for patients with a behavioral health diagnosis MY1-MY3 (Measurement Years 1-3)
- 24% reduction in Preventable ED (Emergency Department) readmissions between MY1 and MY3 (Measurement Years 1-3)



WORKFORCE INITIATIVES

- Approximately \$4 million reported for workforce initiatives including new roles, retraining, redeployment
- 743 sites received PCMH (Patient-Centered Medical Home) and meaningful use training
- Over 950 professionals and office staff from over 70 organizations received Cultural Competency and Health Literacy training

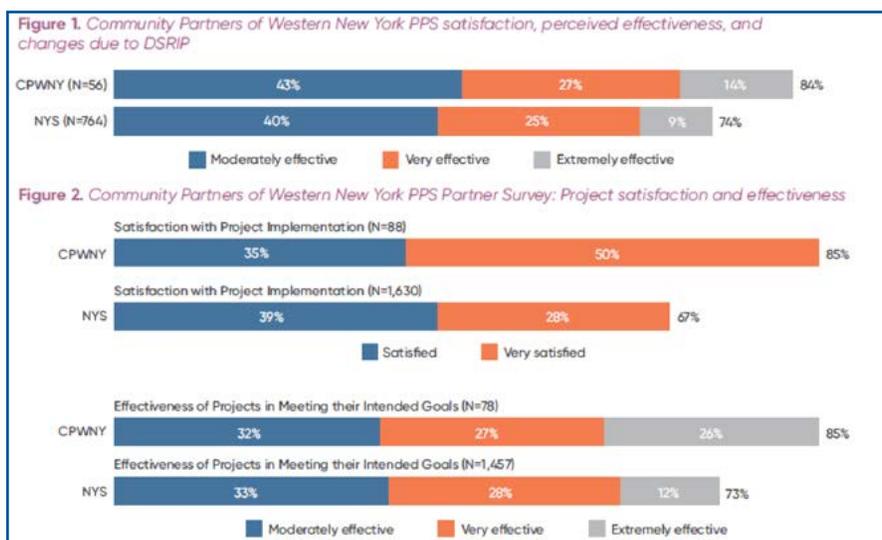


ALL DATA AS OF 9/30/18 OR DY4Q2 UNLESS OTHERWISE NOTED

DSRIP Independent Evaluation: A PPS Report

The Research Foundation of SUNY Albany completed initial phases of its independent evaluation (IE) of state DSRIP programs. The IE activities assess a program's effectiveness in respect to the triple aim. The evaluation consists of an implementation and process evaluation, a times series evaluation, and a comparative analysis.

The second report, the time series evaluation, was completed and the results for the Community Partners of Western New York (CPWNY) have been released. The results collated the responses to surveys given to patients, providers, and partners involved in the projects. Each were asked questions about the program, its effectiveness, and their satisfaction with it. Interviews, claims data, and patient self-report data were also part of the analysis. CPWNY scored well across the board, scoring higher than the average for NYS on measures such as "perceived effectiveness" and "patient satisfaction."



The statewide IE report can be viewed on the Department of Health website: health.ny.gov/health_care/medicaid/redesign/dsrip/eval/docs/2018-final_eval_rpt.pdf

Live Well WNY Kick-Off Conference - April 18



The Population Health Collaborative is putting on an event to raise awareness, share resources, and mobilize communities in making healthy changes. The Live Well WNY initiative aims to combat tobacco use, poor diet, and sedentary lifestyle that contributes to our region being one of the least healthy in the state of New York.

The event will take place on April 18 at the Buffalo Grand Hotel from 9:00 AM - 4:30 PM, and will feature a keynote address from Paul Schmitz, CEO of Leading Inside Out. Attendees will also have a chance to review the latest WNY Economic Analysis Report and being able to participate in discussions on how to bring "Live Well" to your communities.

For more information and for registration details, visit:

wnycommunitypartners.org/2019/03/08/live-well-wny-kick-off-conference/

Go Buffalo Niagara Offers Daily Commute Assistance



ABOUT WAYS TO GET AROUND APPS & MAPS PROGRAMS RESOURCES GO BUFFALO MOM



PLAN YOUR TRIP

Not sure how to get where you're going? Worried about traffic conditions? Try one of our many resources to find out what is the best route for you.

LEARN MORE



Go Buffalo Niagara is offering cost-saving commute assistance tools and programs to help residents of the Buffalo-Niagara region save time and money on their drive to work. The commuter tools will help you and your patients calculate your daily costs and help reduce your environmental impact.

Resources available allow you to explore your commute options; view available services by transportation mode; use interactive maps to plan trips; view transit routes, bicycle routes and bike parking, and park & ride lots; and more.

Use the free Go Buffalo Niagara rideshare program to find a carpool, transit route, or bike buddy to keep you moving all year long. Learn more, download free mobile apps, and sign up here: 511nyrideshare.org/web/go-buffalo-niagara/home

Tobacco Treatment Specialist Training Available

Roswell Park Cessation Services offers training and certification for all levels of health professionals to become Tobacco Treatment Specialists (TTS). The five-day intensive workshop is designed to provide evidence-based training, skills and knowledge necessary for tobacco dependence intervention.

Tobacco dependence ranges in intensity, context, and treatment modalities across varying tobacco-using populations. These manageable lessons are delivered in fun, creative ways to help to retain the knowledge and build skills needed to interact therapeutically with tobacco users. Scholarships for this training may be available.

Upcoming Training Sessions:

- April 22-26, 2019
- July 22-26, 2019
- October 21-25, 2019

7:30am - 5:30pm each day

Roswell Park Comprehensive Cancer Center
665 Elm Street
Buffalo, NY 14203

For more information visit: RoswellParkTTS.com

Unnatural Causes Screening & Facilitated Discussion

Is Inequity making us sick?

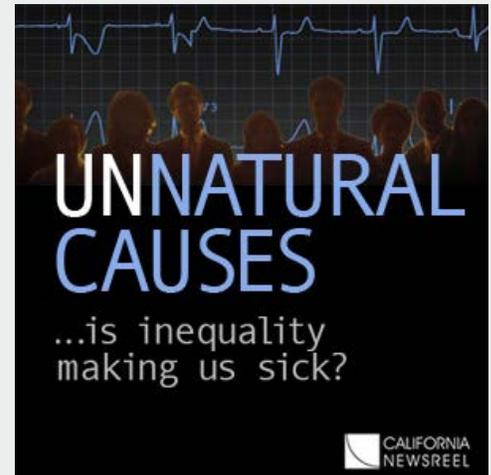
On Monday April 1, 2019, as part of National Public Health week, D'Youville College, Community Health Worker Network of Buffalo, Buffalo Urban League, and Community Partners of Western New York, will be co-sponsoring a film screening and discussion of Unnatural Causes: In Sickness and in Wealth which explores racial and socioeconomic inequalities in health. The film will be followed by a facilitated discussion including a presentation of regional data mirroring the health-wealth gradient seen in the film. We will discuss the issues as well as solutions at the policy, institutional, and program levels

There are zip codes in Buffalo where 1/6 babies are born low birth weight and infant mortality is more than three times the national rate (19.8 versus 6.1 per 1000 births). The rate of free/reduced lunch eligibility in Buffalo Public Schools is about 70% compared to 7% in suburban school districts like East Aurora and Orchard Park. A marker of poverty, this is accompanied by many other adverse health outcomes including higher rates of diabetes, hypertension, and obesity. Health inequalities are not natural; they result from decisions that we as a society have made.

Discussion Moderators include community health workers and community members: Sherman Webb-Middlebrooks and Dayatra Hassan as well as Dr. Renee Cadzow, anthropologist, faculty and chair of the D'Youville College Department of Health Services Administration.

The event will be held on April 1, from 5 – 7:30pm, in the Madonna Lounge of Madonna Hall, 320 Porter Ave, Buffalo. A light dinner will be served. Free parking is available in any of the D'Youville College lots.

For more information, visit: wnycommunitypartners.org/2019/03/08/free-film-screening-unnatural-causes-in-sickness-and-in-wealth/



Your Input is Needed: Community Health Assessment Survey

Catholic Health is working with the Erie County Department of Health and other community partners to gather information from residents for public health planning. This assessment takes place every three years and the information collected will help shape local health policy over several years.

We need your help in to identify gaps in services and needs in the community.

Take the assessment today by visiting erie.gov/chasurvey

If you cannot use the link for any reason, or if you have problems while taking the survey, please call (716) 858-7685.



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SERVING NIAGARA, ERIE AND CHAUTAUQUA COUNTIES

wnycommunitypartners.org

Contact Us:

Phyllis Gunning

Director, Clinical Programs, 716-862-2482

Amy L. White-Storfer

Director, Project Management Office, 716-862-2186

Email Our Team:

wnycommunitypartners.org/contact-us/