



DSRIP WORKFORCE REPORTING REQUIREMENTS

Health WorkForce New York

This summary explores Performing Provider Systems (PPSs) partner organizations' current understanding of workforce reporting requirements under the Delivery System Reform Incentive Payment (DSRIP) program, as well as key issues and recommendations for next steps.



ATTENDANCE

Title/Role	Organization
Human Resources Director	Finger Lakes Community Health
Human Resources Director	Liberty Resources
CEO	Mothers and Babies Perinatal Network
Human Resources	Upstate Medical
Human Resources	Upstate Medical

WORKFORCE CONSULTANTS

Name	Title/Role	Organization
Ashleigh McGowan	Director of Strategy and Planning	Health WorkForce New York
Richard Merchant	CEO	Health WorkForce New York
Anita Merrill	Workforce Consultant	Health WorkForce New York

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PURPOSE

On December 16, 2015, Health WorkForce New York (HWNY) convened a small Focus Group comprised of Human Resource and Administrative professionals from two Community Based Organizations (CBO); one Federally Qualified Health Center, and one Hospital that represent three Performing Provider Systems (PPSs). The PPSs represented include: Central New York Care Collaborative; Care Compass Network; and Finger Lakes Performing Provider System. The purpose of the Focus Group was to:

- Present and discuss workforce reporting requirements for the Delivery System Reform Incentive Payment (DSRIP) program;
- Identify Focus Group participants' level of understanding regarding the requirements;
- Understand the key issues and barriers that may exist in the partners' ability to organize around and deliver reporting requirements;
- Explore and discuss possible solutions, action items and next steps to better enable partners to deliver DSRIP workforce reporting requirements.

CONTEXT

“What is your current understanding of DSRIP Workforce Reporting and your role within it?”

Richard Merchant, CEO, HWNY

Focus Group participants were provided information and essential details regarding DSRIP and the related reporting requirements. Each informational component was followed by a request for participants to respond to the information presented. A facilitated discussion focused on the four areas of the session's purpose (noted above). The information presented included the following topics:

- Workforce Milestones
- Target Workforce State
- Detailed Gap Analysis
- Training Strategy
- Compensation & Benefits Analysis
- Workforce Transition Roadmap
- New York State Department of Health (NYSDOH) Workforce Reporting Guidance released 12/02/15.

KEY ISSUES

Focus Group participants expressed and discussed a number of key issues related to DSRIP in general and specifically to DSRIP workforce reporting requirements. The following list represents those issues that emerged as themes over the course of the session and/or with which there was a general consensus of thought/concern:

- Some participants were unaware of the intrinsic details of DSRIP, such as:
 - Their partnering PPS
 - The PPSs committed projects
 - What data they are responsible for collecting
 - Where and how the data will be reported.
- Some participants were under the impression that only hospitals and larger institutions would be required to report on workforce impact;
- Concerns were voiced regarding how to report on facility type for hospitals that fall under multiple categories or that have employees that work in multiple settings;
- A lack of understanding regarding what staff and job titles need to be reported;
- A concern regarding how to determine that staff impact is a result of DSRIP and not development of health care transformation in general;
- Concerns related to the Compensation & Benefits Analysis pertained to the level of administrative work that would be involved in collecting the data;
- A lack of understanding if benefits should be reported as a percentage of salary by position or a percentage of the total salary;
- A lack of understanding as to what process and tool would be employed to collect the data;
- General concern related to what resources would be available to assist with questions or request for support throughout the process;
- A general concern with the lack of communication regarding reporting on the initial budget and the needs of the partner organizations;
- Lack of clarity regarding whether human resource departments and/or the training departments need to include the cost of training time and back fill or just the physical overall cost of the training when reporting on retaining cost.

“When our facility representatives come back from a partner meeting and try to explain DSRIP to us, they might as well be speaking a different language.”

Focus Group Attendee (HR)

ACTION ITEMS

Focus group participants discussed each of the key issues, and whenever possible, included exploration of potential strategies for mitigating any related negative effects of the issues. The following list represents possible actions that may serve to alleviate some of the issues identified, and avoid such issues for other PPS partners going forward. They include:

- Immediate and comprehensive sharing of essential information to as many PPS partners as possible, to include:
 - General DSRIP information
 - Impact and role of departments within each organization
 - Specific reporting requirements
 - Identification and training in reporting process and tool(s)
 - Strategies for inter-departmental efficiencies
 - Strategies for inter-organizational and PPS efficiencies
- Development of a central location/site for information, networking and resource acquisition;
- Sharing of any new NYSDOH guidelines and reporting regulations as soon as they are released.

SUMMARY & RECOMMENDED NEXT STEPS

The Focus Group provided essential insight into the general status of PPS partner organizations' understanding of and preparation for, coordinating and delivering DSRIP workforce reporting requirements. Information gleaned from Focus Group participants indicates that there is a general lack of awareness and understanding regarding the specifics of DSRIP workforce reporting requirements, the organizational/personnel roles required to address those deliverables, and the individual and collective processes, methods, and tools to achieve them. The Focus Group's general consensus was that priorities for next steps revolve around strategies for enhancing communication between the PPSs, the partner organizations, and the employees. Developing effective, meaningful pathways for sharing real-time information, guidance, tools, resources, and best-practices will serve to empower and prepare PPSs, organizations, and employees for the work that needs to be done. This may, and likely should, be accomplished using multiple approaches, including informational sessions, focus groups, webinars, development of a DSRIP PPS-specific website and social media platform, as well as direct access to guidance and information from a credible source.