

### **Performance Improvement Advisory**

The performance measures for the DSRIP Palliative Care project are determined by the IPOS survey administered for palliative care Medicaid patients and the interventions offered by PCMH staff for survey questions 2, 5, 6 and 10.

This is a review of the essential elements needed to achieve the goals of this Domain 3 Clinical Improvement Project. The following questions and answers explain the reasons, scope, and methods of our effort:

*WHO ?* – PCMH Staff (providers, care managers, clinic RNs and LPNs), Community Base Organizations, Palliative Care Agencies

*WHAT ?* – Implementation of work flows to administer the Integrated Palliative Care Outcome Scale (IPOS) surveys for eligible patients and the survey review at PCMH sites to offer patients interventions for palliative care services.

*WHERE ?* – Across the Leatherstocking Collaborative Health Partners PPS region, in PCMH clinical settings, Palliative Care Agencies and other CBOs.

- IPOS surveys can be administered by any partner type or self-administered by patients.
- Review of IPOS and the intervention offer need to take place with PCMH site staff.

*WHEN ?* – January 1, 2017 through June 30, 2019.

*HOW ?* – Implement work flows to administer and review IPOS surveys for eligible patients.

- Base Line period from 01/01/2017 to 06/30/2017 – Set a base line for the state-measured IPOS Questions 2, 5, 6 and 10.
  - Base line ratio for each question - number of interventions offered per eligible response. A minimum of 30 eligible responses required for each question (Q2, 5, 6 response of 2-4; Q10 response of 4).
- Measurement year #4 (7/1/17-6/30/18) and #5 (7/1/18-6/30/19) – Improvement on previous year “intervention offered” ratio for each measured question. The measurement periods also have minimum requirement of 30 responses for each question.

*WHY ?* – Failure to set base line and subsequently improve performance could result in the loss of earnable DSRIP project funding of \$1.25M through 6/30/2019.

- High level workflow for administering and documenting IPOS surveys attached. The adjustment and tailoring of the workflow for partners and/or sites is to be expected.

Lead agency (Bassett) – send completed and reviewed surveys to: [DSRIP.Palliative@bassett.org](mailto:DSRIP.Palliative@bassett.org)

Non-Lead agency partners – submit completed and reviewed surveys through secure server and notify LCHP of submission through email: [DSRIP.Palliative@bassett.org](mailto:DSRIP.Palliative@bassett.org)