Vermont Health Care Innovation Project

2017 Care Coordinator Survey

Green Mountain Care Board

If you would perfer to complete this survey on-line, please go to

enter this 4-digit ID number
and follow the instructions.

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4-digit ID number ⟶

INTRODUCTION AND INSTRUCTIONS

Better care, better health, and lower health care costs: These are the goals of the Vermont Health Care Innovation Project (VHCIP). Serving as a conduit between public and private actors in health care reform, VHCIP fosters collaboration among the Green Mountain Care Board, the Vermont Agency of Human Services, Medicaid, private health insurers, and health care providers in the state.

Through the State-led evaluation, conducted by John Snow, Inc. (JSI), under contract to the Green Mountain Board, VHCIP proposes to answer research questions in three topical areas including:

- **Care Integration and Coordination**
- **Use of Clinical and Economic Data to Promote Value-Based Care**
- **Payment Reform and Incentive Structures**

We are seeking to draw on the knowledge and experience of those doing the work in the field to assist the VHCIP and its many stakeholders to reach its goal of transforming its health system to one that is value driven, offers high quality care, and is patient centered.

Survey questions draw from other surveys assessing similar reform efforts including Tracking Transformation: Survey Tool to Assess the Spread of Coordinated Care, Center for Outcomes Research & Education, Providence Health & Services; and State Innovation Models (SIM) Initiative Evaluation, RTI International, but all questions are tailored specifically to the Vermont Health Care Innovation Project.

The survey should take approximately 20 minutes to complete. Responses to the survey will be kept confidential and no individual respondent will ever be identified.

Results from the survey will be posted to the Vermont Health Care Innovation project at http://healthcareinnovation.vermont.gov/.

Please respond to all questions from the perspective of the practice/organization where you spend the majority of time serving patients/clients.

Thank you for taking time to complete this survey.

If you have any questions about how to complete this questionnaire, please feel free to contact Craig Stevens at JSI, 802-651-7402, craig_stevens@jsi.com.

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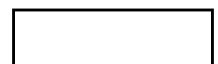
A. General Demographics

A1. In which Health Services Area (HSA) do you spend the majority of time serving patients/clients?
(*check one that best applies*)

- ○ Barre
- ○ Bennington
- ○ Brattleboro
- ○ Burlington
- ○ Middlebury
- ○ Morrisville
- ○ Newport
- ○ Randolph
- ○ Rutland
- ○ Springfield
- ○ St. Albans
- ○ St. Johnsbury
- ○ Upper Valley
- ○ Windsor

A2. What background or training do you bring to your care coordinator/manager role?
(check all that apply)

- ○ RN
- ○ BSN
- ○ LSW
- ○ LADC, MAC or other substance use counselor
- ○ LICSW
- ○ LCMHC
- ○ BA/BS
- ○ MPH
- ○ MD/DO
- ○ NP/PA/APRN
- ○ Community health worker
- ○ Other certification, please specify:

  _____

- ○ Other degree, please specify:

  _____

A3. Please indicate the category (or categories) that describe(s) the practice/organization where you spend the majority of time.
(check all that apply)

- ○ Solo practice
- ○ Single-speciality primary care practice
- ○ Multiple specialty group practice
- ○ Group or staff model HMO
- ○ Federally-qualified health center or rural health center
- ○ Owned by a hospital or hospital system
- ○ Academic medical center practice
- ○ Patient centered medical home (PCMH)
- ○ Community mental health center
- ○ Substance abuse treatment facility/organization
- ○ Housing organization
- ○ Visiting nurse association
- ○ Area agency on aging
- ○ Long term care facility
- ○ Social service agency, please specify:

  _____

- ○ Other, please specify:

  _____

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OneCare Vermont defines care coordination in this way:

Care coordination activities promote a holistic and patient centered approach to ensure that a patient's needs and goals are understood and shared among providers, patients and families to improve quality of care, patient care experience and patient engagement in care plan/treatment plan goals as a patient interacts with health providers and settings.

B1. Based on the above description, how well do you think the <u>practice/organization</u> where you spend the majority of time is doing regarding care coordination?

    ○ Very well

    ○ Well in some ways, but not very well in others

    ○ Not very well

    ○ Poorly

    ○ Don't know �➔ **SKIP TO B3**

        B2. What is needed (if anything) to improve care coordination in the practice/organization where you spend the majority of time? *Please identify the top three needs.*

          ○ More care managers

          ○ More access to training and standardized tools

          ○ Better/higher reimbursement for care coordination services

          ○ Better identification of patients/clients in need of care management services

          ○ Better knowledge of resources available to patients/clients

          ○ Better data capabilities to track patients/clients

          ○ More services to refer patients/clients to

          ○ Nothing more is needed

          ○ Other, please specify: _____

B3. Based on the above definition, how well do you think the Health Services Area where you spend the majority of time is doing regarding care coordination? (This question is intended to get an idea of how well services are coordinated for patients/clients across a variety of services they may require outside of the practice/organization where you spend the majority of time.)

    ○ Very well

    ○ Well in some ways, but not very well in others

    ○ Not very well

    ○ Poorly

    ○ Don't know ➔ **SKIP TO B5 ON PAGE 3**

        B4. What is needed (if anything) to improve care coordination in the Health Services Area where you spend the majority of time? *Please identify the top three needs.*

          ○ More care managers

          ○ More access to training and standardized tools

          ○ Better/higher reimbursement for care coordination services

          ○ Better identification of patients/clients in need of care management services

          ○ Better knowledge of resources available to patients/clients

          ○ Better data capabilities to track patients/clients

          ○ More services to refer patients/clients to

          ○ Nothing more is needed

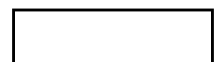   ○ Other, please specify: _____

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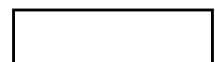
B5. Thinking of the past year, how would you describe your involvement in the following collaborative structures or activities?

	I am unaware of this structure/ activity	I am aware of this structure/activity, but my practice/ organization has not been involved	I have representation at this structure/ activity, but I am not involved	I am personally involved with this structure/ activity
a. Community collaboratives (also known as: regional collaboratives, UCCs)	O	O	O	O
b. Integrated Communities Care Management Learning Collaborative	O	O	O	O
c. Core Competency training for front line care managers	O	O	O	O
d. Community Health Teams	O	O	O	O
e. Accountable Community for Health Peer Learning Lab	O	O	O	O

B6. For patients/clients identified as needing care coordination services at the practice/organization where you spend the majority of time, please rate the impact of the following in improving quality of care coordination services.

|	I am unaware or my practice/ organization has not been involved in this structure/ activity	Significant and negative impact	Some negative impact	No impact	Some positive impact	Significant and positive impact
a. Community collaboratives (also known as: regional collaboratives, UCCs)	O	O	O	O	O	O
b. Integrated Communities Care Management Learning Collaborative	O	O	O	O	O	O
c. Core Competency training for front line care managers	O	O	O	O	O	O
d. Community Health Teams	O	O	O	O	O	O
e. Accountable Community for Health Peer Learning Lab	O	O	O	O	O	O

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B7. When patients/clients need to be linked to outside resources (i.e., external to the practice/organization where you spend the majority of time), how often is it...

	Never	Sometimes (less than 50% of the time)	Frequently (more than 50% of the time)	Always	Don't know
a. ... done systematically	O	O	O	O	O
b. ...actively accomplished (i.e., through designated staff person)	O	O	O	O	O
c. ...passively accomplished (i.e., distributing a list of resources)	O	O	O	O	O

B8. How would you rate the difficulty that you have in doing the following activities to get patients/clients the services they need?

	Very difficult	Somewhat difficult	Average	Somewhat easy	Very easy	Don't know or Not applicable
a. Care coordination with providers within my practice/organization	O	O	O	O	O	O
b. Care coordination with providers outside my practice/organization	O	O	O	O	O	O
c. Care coordination with Blueprint for Health Care Coordinators	O	O	O	O	O	O
d. Care coordination with the Support and Services at Home (SASH) Program Wellness Nurses or Coordinators	O	O	O	O	O	O
e. Assistance with transitions of care between one setting and another	O	O	O	O	O	O
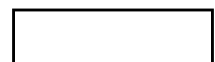
An *"integrated service system"* can be defined as a team (cross-discipline, cross-organization) working on behalf of a patient/client, with some team attributes as described below (adapted from the National Academy of Medicine's Principles of Team-Based Health Care):
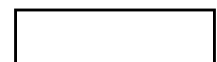
Clear roles: There are clear expectations for each team member's functions, responsibilities, and accountabilities.

Mutual trust: Team members trust one another and work together.

Effective communication: The team has consistent channels for candid and complete communication, which are accessed and used by all team members across all settings.

B9. Thinking about this description of integration, please identify how strong you think each attribute (clear roles, mutual trust, effective communication) is in helping you to do your work on behalf of the patients/clients you serve for different partners listed.

|	Very strong	Somewhat strong	Average	Somewhat weak	Don't know or Not applicable
a. Within my own practice/organization					
1. Clear roles	○	○	○	○	○
2. Mutual trust	○	○	○	○	○
3. Effective communication	○	○	○	○	○
b. Within my community collaborative (UCC, regional collaborative)					
1. Clear roles	○	○	○	○	○
2. Mutual trust	○	○	○	○	○
3. Effective communication	○	○	○	○	○
c. Specialty care					
1. Clear roles	○	○	○	○	○
2. Mutual trust	○	○	○	○	○
3. Effective communication	○	○	○	○	○
d. Inpatient care					
1. Clear roles	○	○	○	○	○
2. Mutual trust	○	○	○	○	○
3. Effective communication	○	○	○	○	○
e. Mental health services					
1. Clear roles	○	○	○	○	○
2. Mutual trust	○	○	○	○	○
3. Effective communication	○	○	○	○	○
f. Substance abuse services					
1. Clear roles	○	○	○	○	○
2. Mutual trust	○	○	○	○	○
3. Effective communication	○	○	○	○	○
g. Long-term and disability care					
1. Clear roles	○	○	○	○	○
2. Mutual trust	○	○	○	○	○
3. Effective communication	○	○	○	○	○
h. Home care					
1. Clear roles	○	○	○	○	○
2. Mutual trust	○	○	○	○	○
3. Effective communication	○	○	○	○	○
i. Social services					
1. Clear roles	○	○	○	○	○
2. Mutual trust	○	○	○	○	○
3. Effective communication	○	○	○	○	○

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B10. Is there anything else important you would like us to know about your views on <u>care coordination</u>?

_____

_____

_____

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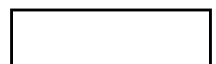
C1. Are any portion of payments to the practice/organization where you spend the majority of time based on performance for quality of care, costs, efficiency, or any other performance metrics for any insurer (e.g., Medicare, Medicaid, or commercial insurance groups)?

    ○ Yes

    ○ No ⟶ **SKIP TO C3**

    ○ Don't know ⟶ **SKIP TO C3**

> **C2. To what extent would you say <u>performance-based payments</u> have affected decisions regarding clinical, administrative or other operational improvements at the practice/organization where you spend the majority of time?**
>
>   ○ Made a lot better
>
>   ○ Made somewhat better
>
>   ○ No change
>
>   ○ Made somewhat worse
>
>   ○ Made a lot worse
>
>   ○ Don't know

C3. In which of the following ACOs does the practice/organization where you spend the majority of time participate? (check *all that apply)*

    ○ One Care Vermont

    ○ Community Health Accountable Care (CHAC)

    ○ VCP/Healthfirst

    ○ None ⟶ **SKIP TO C7 ON PAGE 8**

    ○ Don't Know ⟶ **SKIP TO C7 ON PAGE 8**

> **C4. To what extent has participation with ACO Shared Savings Programs affected your ability <u>to improve quality of services</u> at the practice/organization where you spend the majority of time?**
>
>   ○ Made a lot better
>
>   ○ Made somewhat better
>
>   ○ No change
>
>   ○ Made somewhat worse
>
>   ○ Made a lot worse
>
>   ○ Don't know

> **C5. To what extent has participation with ACO Shared Savings Programs affected your ability <u>to reduce health care costs</u> at the practice/organization where you spend the majority of time?**
>
>   ○ Made a lot better
>
>   ○ Made somewhat better
>
>   ○ No change
>
>   ○ Made somewhat worse
>
>   ○ Made a lot worse
>
>   ○ Don't know

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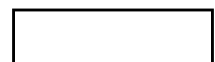
C6. To what extent has participation with ACO Shared Savings Programs affected your ability <u>to improve health outcomes for your patients</u> at the practice/organization where you spend the majority of time?

○ Made a lot better

○ Made somewhat better

○ No change

○ Made somewhat worse

○ Made a lot worse

○ Don't know

C7. Does the practice/organization where you spend the majority of time participate in <u>Blueprint for Health's</u> payments?

○ Yes

○ No ⟶ **SKIP TO C11 ON PAGE 9**

○ Don't know ⟶ **SKIP TO C11 ON PAGE 9**

C8. To what extent has participation in Blueprint for Health's payments affected your ability <u>to improve quality of services</u> at the practice/organization where you spend the majority of time?
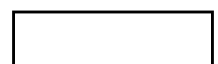
○ Made a lot better

○ Made somewhat better

○ No change

○ Made somewhat worse

○ Made a lot worse

○ Don't know

C9. To what extent has participation in Blueprint for Health's payments affected your ability <u>to reduce health care costs</u> at the practice/organization where you spend the majority of time?

○ Made a lot better

○ Made somewhat better

○ No change

○ Made somewhat worse

○ Made a lot worse

○ Don't know

C10. To what extent has participation in Blueprint for Health's payments affected your ability <u>to improve health outcomes for your patients</u> at the practice/organization where you spend the majority of time?

○ Made a lot better

○ Made somewhat better

○ No change

○ Made somewhat worse

○ Made a lot worse

○ Don't know

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C11. Does the practice/organization where you spend the majority of time participate in the <u>Hub and Spoke Program</u> for people with opioid dependence?

○ Yes, as a Hub

○ Yes, as a Spoke

○ Do not participate   ⟶   **SKIP TO C15**

○ Don't know   ⟶   **SKIP TO C15**

      C12. To what extent has participation in the Hub and Spoke Program affected your ability to <u>improve quality of services</u> at the practice/organization where you spend the majority of time?

        ○ Made a lot better
        ○ Made somewhat better
        ○ No change
        ○ Made somewhat worse
        ○ Made a lot worse
        ○ Don't know

      C13. To what extent has participation in the Hub and Spoke Program affected your ability to <u>reduce health care costs</u> at the practice/organization where you spend the majority of time?

        ○ Made a lot better
        ○ Made somewhat better
        ○ No change
        ○ Made somewhat worse
        ○ Made a lot worse
        ○ Don't know

      C14. To what extent has participation in the Hub and Spoke Program affected your ability to <u>improve health outcomes for your patients</u> at the practice/organization where you spend the majority of time?

        ○ Made a lot better
        ○ Made somewhat better
        ○ No change
        ○ Made somewhat worse
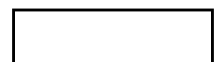   ○ Made a lot worse
        ○ Don't know

C15. Is there anything else important that you would like us to know about your views on <u>payment reform</u>?

_____

_____

_____

_____

D. Data and Data Infrastructure

The purpose of this section is to understand your organization's utilization of data and perceived value of various data sources and infrastructure.

D1. Please state the extent to which you agree/disagree with the following statement:

Data drives the transformation of the practice/organization where I spend the majority of time and the practice/organization's behavior.

- O Strongly agree
- O Somewhat agree
- O Somewhat disagree
- O Strongly disagree
- O Don't know

D2. How often do you use the following data systems in support of patient/client care or quality improvement?

	Often	Sometimes	Rarely	Never	Don't know
a. EHR	O	O	O	O	O
b. VITL/VITL Access	O	O	O	O	O
c. External patient registries	O	O	O	O	O
d. Internal patient registries	O	O	O	O	O
e. ACO data	O	O	O	O	O
f. Blueprint data	O	O	O	O	O

D3. Which best describes the data analysis capacity of the practice/organization where you spend the majority of time? (check *one that best applies)*

- O We rely primarily on internal support for data analysis
- O We rely primarily on external support for data analysis
- O Don't know

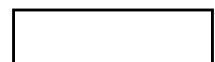**D4. Please state the extent to which you agree/disagree with the following statement:**

I have adequate analytic capability and support to use data to improve patient care at the practice/organization where I spend the majority of time.

- O Strongly agree
- O Somewhat agree
- O Somewhat disagree
- O Strongly disagree
- O Don't know

D5. How capable is the practice/organization where you spend the majority of time using the following data sources for patient care or quality improvement?

	Very capable	Somewhat capable	A little capable	Not at all capable	Don't know or Not applicable
a. EHR	O	O	O	O	O
b. VITL/VITL Access	O	O	O	O	O
c. External patient registries	O	O	O	O	O
d. Internal patient registries	O	O	O	O	O
e. ACO data	O	O	O	O	O
f. Blueprint data	O	O	O	O	O

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D6. Please state the extent to which you agree/disagree with the following statement:
   I have adequate access to quality reporting and measurement data at the practice/organization where I spend the majority of time.

   O Strongly agree

   O Somewhat agree

   O Somewhat disagree

   O Strongly disagree

   O Don't know

D7. How often do you use the following sources for quality reporting and measurement data?

	Often	Sometimes	Rarely	Never	Don't know
a. EHR	O	O	O	O	O
b. VITL/VITL Access	O	O	O	O	O
c. External patient registries	O	O	O	O	O
d. Internal patient registries	O	O	O	O	O
e. ACO data	O	O	O	O	O
f. Blueprint data	O	O	O	O	O

D8. Which statement is most true in regards to event notification systems (such as Patient Ping)?

   O Patient Ping is the primary event notification system I use

   O I use some event notification system other than Patient Ping

   O I do not use an event notification system ⟶ **SKIP TO D10**

   D9. Please state the extent to which you agree/disagree with the following statement:
      The event notification system has changed the way staff and the practice/organization where I spend the majority of time behave.

      O Strongly agree

      O Somewhat agree

      O Somewhat disagree

      O Strongly disagree

      O Don't know

D10. Is there anything else important you would like to tell us about the practice/organization's use of data (practice/organization where you spend the majority of time)?

_____

_____

_____

_____

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