



## DSRIP News

January 26, 2017

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- [Current State Assessment Distributed, Due by Feb. 17](#)
- [Lean Six Sigma Processes to Improve Home Care/Primary Care Communication, Escalation of Issues](#)

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## Current State Assessment Distributed, Due by Feb. 17

The AHI PPS Current State Assessment was sent to PPS partner contacts by the Center for Health Workforce Studies (CHWS) on behalf of the AHI PPS on January 23. This assessment will provide valuable information to measure our progress in moving toward our future workforce state and also guide future planning within our workgroups.

A webinar was held on January 25 to provide assistance on how to complete the assessment. The webinar will be posted on the same [website](#) where all other related documents can be found.

The AHI PPS Current State Assessment is due back no later than February 17, 2017.

If you are a partner in the AHI PPS and have not received the email from CHWS, please contact [Kelly Owens](#). Thank you for your participation in this important workforce initiative.

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## Lean Six Sigma Processes to Improve Home Care/Primary Care Communication, Escalation of Issues

The Queensbury/Glens Falls Region Population Health Network (PHN) brings together representatives from home care agencies, primary care, hospital administration, health home and others for a monthly Care Transitions Coalition Partnership, sponsored by Glens Falls Hospital and the IPRO Transitions Team. The Hospital-Home Care Collaboration Solutions (DSRIP Project 2.b.viii) team has identified a key opportunity for Lean Six Sigma process improvement – communication and escalation of specific issues from home care to primary care providers to allow for more immediate response when necessary.

Per home care regulations, when there is a patient in the community who experiences a change in status, home care is required to call the primary care provider. A challenge is response times are not always timely – and – the amount of incoming information from home care agencies to a PCP office makes it difficult to triage to assure high-priority issues are dealt with in a timely manner.

Understanding that improved communication between home care agencies and primary care providers can lead to reduced avoidable hospital admissions and readmissions, the project team will be working in conjunction with the region’s PHN leadership to create a standardized approach for escalating concerns to primary care providers to allow for rapid response, when necessary.

If your organization would like to learn more about this initiative, please contact [Betsey Towne](#) or [Mary McLaughlin](#).

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## Health Care News and Resources

Please visit [Health Care News and Resources](#) for national, regional and local health care news and resources that may be relevant to your work.

If you have articles and resources to share, please forward to [communications@ahihealth.org](mailto:communications@ahihealth.org).



Adirondack Health Institute

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